Billing and Accounts Receivable for Non-student, Non-sponsored, External Customers

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Overview

Accounts Receivable (AR) are any amount owed to the University by an individual, organization, or agency whose funds are not controlled by the University. These amounts are generated from such activities as sales, reimbursement of expense, or payment for services rendered, including rental income. Matching recognition, recording, and reporting of such transactions to when they are incurred is required under the U.S. Generally Accepted Accounting Principles set forth for public colleges and universities by the Governmental Accounting Standards Board.

University departments are required to record AR activity in the University’s accounting system in accordance with the [Accounts Receivable and Billing – Non-student, Non-sponsored External Customers University Operating Procedure (PDF)](https://example.com). There are two acceptable ways to do this: (1) by preparing invoices through the PeopleSoft Billing (BI) module and monitoring customer activity through the AR module or (2) preparing General Ledger journals (journal entry) directly.

This User Guide details the steps to record and monitor Billing and AR in the PeopleSoft BI and AR modules. Please see [Appendix A](https://example.com) for information about processing billing and AR via Journal Entry.

Setting up the PeopleSoft Billing & Accounts Receivable Modules

In order to process Billing and Accounts Receivable in the associated PeopleSoft modules, departments must have several components in place prior to entering an invoice.

Billing Business Units & Bill Types

A **Billing Business Unit** is an identifier for each unit that creates invoices in the PeopleSoft BI module. It provides a way of distinguishing entities that may have unique operating rules (such as payment terms). A **Bill Type** is the invoice prefix and associated contact information unique to each billing activity. Each Billing Business Unit has at least one Bill Type but additional ones may be set up to track individual activities.

Departments seeking to use the BI and AR modules should complete the New Business Unit and/or Bill Type Request Form to request that a Billing Business Unit and Bill Type be created (or updated if the unit has used the BI module in the past).

Customers

Another key component of PeopleSoft BI and AR set-up is the **Customer**. A Customer is a person or business that receives goods or services from the University. In PeopleSoft, such organizations or agencies are set up with a unique identification number that is used in invoice creation. The Customer ID number is used to run reports for historical activity and to track unpaid receivables.
The Customer ID is designated as one of two types: non-sponsored or sponsored. Customers designated as a sponsored type must **NOT** be used for billing non-sponsored activity. A non-sponsored customer must be set up by Financial Reporting & Accounting Services (FRAS) even if there is an existing sponsored customer in the system with the same address. The non-sponsored customer name may need to be modified during set-up to make it "unique" from an existing sponsored customer.

The Customer ID may be used by any Billing Business Unit and can be associated with multiple addresses, allowing for billing a large organization based on the individual department with whom the department has the billing arrangement. Each Customer has a **Primary Address Location** that serves as a default when the ID number is entered. Other **Address Locations** need to be manually selected at invoice creation or identified in a billing interface file (if the department uses that functionality). Each Address Location is assigned with a number, sequential based on when it is entered by FRAS.

Customer IDs also may have **Contacts** associated with them. Some customers have a Primary/default Contact person. Other Customers may have multiple Contacts for one or more Address Locations. When a new Contact is added by FRAS, it is assigned a new **Contact ID Number** and **Contact Sequence Number**, which are identifiers used in the invoice creation pages. Contact ID and Sequence Numbers are not recycled; rather, unneeded Numbers are made inactive to keep a history in PeopleSoft. If there is an unprocessed invoice with an old Contact ID or Contact Sequence Number, the new Number will need to be manually selected before the invoice run.

**Checking For Customer and Contact IDs in PeopleSoft**

To check if a non-sponsored customer exists and what contacts are associated with them, run the following queries in PeopleSoft Finance:

1. UV_BI_CUST_LOOKUP_BY_CUSTTYPE
2. UV_CUSTOMER_CONTACTS

The queries include the Contact’s title/email and customer phone/fax numbers, which are not required information and do not show up on an invoice, but are helpful for collections efforts.

**Running the UV_BI_CUST_LOOKUP_BY_CUSTTYPE Query**

1. Log in to **PeopleSoft Financials**
2. Navigate to: Main Menu > Reporting Tools > Query > Query Viewer
3. Search for query name: **UV_BI_CUST_LOOKUP_BY_CUSTTYPE**. Click the **Favorite** link to add the query to your list of My Favorite Queries for later.
4. Open the query criteria by clicking the Excel hyperlink in the “Run to Excel” column
5. Select “Non Sponsored Customers” from the dropdown menu
6. Use the wildcard “%” for the “Customer Name like” selection criteria
7. Click View Results
8. The results will open in Excel. Use the filter and sort tools to look for the Customer data you need.

9. Some customer names include abbreviated words or start with “The.” Therefore, unless the exact name used in PeopleSoft for the Customer is known, search on the most unique word in the Customer’s name. (For example, to find VT Lake Monsters, Vermont Lake Monsters, The VT Lake Monsters, or The Vermont Lake Monsters, search for “monster.”)
Running the UV_CUSTOMER_CONTACTS Query

1. Log in to PeopleSoft Financials
2. Navigate to: Main Menu > Reporting Tools > Query > Query Viewer
3. Search for query name: UV_CUSTOMER_CONTACTS. Click the Favorite link to add the query to your list of My Favorite Queries for later.

4. Open the query criteria by selecting the Excel hyperlink in the “Run to Excel” column
5. Select “Non Sponsored Customers” from the dropdown menu
6. Click **View Results**

   ![UV_CUSTOMER_CONTACTS - Customer Contact Information](image)

7. The results will open in Excel. Use the filter and sort tools to look for the Customer and Contact data needed.

8. Filter by either Customer ID Number (column A) or Contact Name (column B).

9. If there is more than one result returned, select the Sequence, Location, and Contact ID of the one that matches your Customer’s contact.

**Requesting or Updating Customer and Contact IDs**

To request a new Customer ID, modify an existing one, or request multiple IDs and updates, complete the Request Forms.

- Please allow 2-3 days for processing.
- If a non-sponsored Customer exists, the ID number should be provided with the request to update address or contact information.
- If Financial Reporting & Accounting Services receives an address correction from the customer, every effort is made to share the information with the UVM departments that may need to know. This information will always be available in the queries previously mentioned.
• New Customer information should be submitted to FRAS upon receipt but no later than the close of the fiscal period in which your billing activity took place. See the Accounting Dates & Deadlines.

Creating a Customer Database for Your Department

Some departments find it easier to manage their portfolio of billing customers by creating an Excel database rather than searching for their customers within the Billing module, or running customer/contact queries. While this is not a required practice, it may be useful since Customers are shared among all Billing Business Units. To aid in this endeavor, FRAS provides a Multiple Customer ID and Contacts Request Form to standardize the Department Customer Database fields and information.

To create a database using this format, enter the customer’s information in the “New Data” tab following the gray column headers. The phone, fax, contact person, and email address are useful for collections efforts, but are not mandatory for set-up in PeopleSoft. (Note: If you wish to add additional columns for your own purposes, please do so after the "Notes" column.)

FRAS will enter the information into PeopleSoft and fill in the fields under the white column headers. A customer may have multiple Address Locations and Contacts. FRAS populates these fields in the database to ensure that the department has the appropriate information assigned by PeopleSoft for their billing. (Location Sequence Numbers & Contact Sequence Numbers are especially important for departments running PeopleSoft’s Billing Interface Process, if your department uses that functionality). FRAS will return the form with the new information, saving the data to the password protected Master List tab.

To request updates to an existing database already created, use the following guidelines and submit the Excel file to FRAS for processing:

• When an address for an existing customer needs to be changed, type the new address information over the existing address, in the “New Data” tab, and reformat the fields to be updated (i.e. change the font to bold, or change the color of the font/or cells to red);
• If an additional address location is required, insert a row under the existing customer locations (leave the location field blank, to allow the system to assign) and enter the new address information and format the cells or font accordingly;
• If a new customer is needed, insert a new row within the alphabetical listing, and leave the customer ID field blank. Format the new customer information in bold or change the font/cell to red.
• If a contact needs to be made inactive, and a new one entered for that specific location, enter the new contact information in bold or red font over the existing. Use the Note column to request the old contact to be made inactive.

Customers Who Wish to Pay Electronically

If your customer wishes to pay by Electronic Funds Transfer (EFT), ACH, EDI, or Wire Transfer, you should work with Treasury Services to make such arrangements.
Department Billing & Accounts Receivable Users

In addition to requesting BI and AR set-up, departments also need to identify users who will be responsible for this body of work. It is recommended that each department have a primary user, to whom all FRAS requests, inquiries, or questions will be directed, and at least one back-up. Your department can also request “read-only” access for users who would like to run reports on billing and accounts receivable activity, such as managers, but who do not need to process the transactions.

Any person designated as a BI and AR user will need to have the appropriate BI and AR module security access. To request this, their supervisor (per PeopleSoft HR) should submit a request.

Each user should receive training and can request access to a test environment to practice in the various BI and AR screens. High-level training on the overall BI and AR processes is offered twice a year through Professional Development & Training. Open labs are also offered to give users hands-on experience in the BI and AR PeopleSoft modules including set-up, screens, queries, and reports.

In addition to training, BI and AR users should be acquainted with the resources, requirements, and deadlines for the overall processes. They should be subscribed to the CATSKILL listserv to receive important information and reminders, including fiscal month-closing notifications.

Sequence of Events in the Billing and AR Process

Assuming that the set-up components described above have been completed, the billing and AR process involves creating and posting invoices, generating AR balances that are offset by incoming payments, and monitoring of and follow-up on any remaining AR balances, as shown in the diagram below:

* Step covered in-depth in this user guide.

Department billers have roles and responsibilities for the entire process, but the invoice creation and customer account monitoring steps are the most intensive in terms of PeopleSoft processing, and are covered in-depth below. For a full list of roles and responsibilities, see the Non-Sponsored AR/Billing University Operating Procedure.
Important: Unless specifically addressed in the steps described below, department billers should not interact with any other fields, buttons, or processes within PeopleSoft BI or AR. If the following steps do not work as intended, please contact FRAS for assistance before trying something else.

Note: All screenshots were taken from a test environment; please ignore the “FSSUP” bar. Please also ignore any options, dropdowns, or links visible in the screenshots that do not appear for you in PeopleSoft.

BI – Creating, Validating & Posting Invoices

Entering an Invoice and Marking to be Posted

The following section describes how to add a new invoice from scratch, or pull up your unprocessed invoices for editing.

1. Log in to PeopleSoft Financials
2. Navigate to: Main Menu > Billing > Maintain Bills > Standard Billing
3. To add a new invoice, click **Add a New Value**. To search for an existing unprocessed invoice, click the **Find an Existing Value** tab and enter your Billing Business Unit.

![Image of Bill Entry screen](image)

4. When entering a new invoice, you will need to populate your department’s **Billing Business Unit** or select it by using the magnifying glass to **Look Up Business Unit**.
5. Enter the **Bill Type Identifier** for the activity for which you are generating an invoice, or select it using the magnifying glass (the Billing Business Unit field must first be populated, as the Look Up function will only retrieve bill types pertinent to the Billing Business Unit).

6. Leave the **Bill Source** blank.

7. Enter the **Customer** ID number or select it by using the magnifying glass to **Look Up Customer**.
8. Leave **Invoice Date** and **Accounting Date** blank. The system will populate these dates when the entry posts.

9. Click **Add**.

10. Scan the **Header-Info 1** tab and adjust as necessary:
    a. Each Bill Type has an associated **Bill Inquiry Phone** number, but the field can be manually adjusted if necessary.
    b. Confirm the **Customer** information is correct.
    c. Ensure the **Collector** field is COL01 (not SPCOL01; if the field is prepopulated as this, confirm the customer you’ve selected is non-sponsored).
    d. Assign an invoice period in the **From Date** and **To Date** fields, if needed;
    e. Leave all other fields as they default in.
    f. Use the **Navigation** dropdown to select “Address Info” to review and/or change an address Location or Contact Person. The Address Info Tab will appear by clicking on the selection.
11. The **Address Info** tab reflects the Primary Default Address **Location** and **Contact** associated with the Customer:

   a. A different Contact name can be manually entered if the **Attention To** field is blank.
   b. To populate or change the Contact, click the magnifying glass icon next to the Attention To field.
c. Make the selection for your invoice. If you do not find the contact you need, you can ask FRAS to add it.

d. To populate or change the Location, click the magnifying glass icon next to Location. If you do not find the address you need, you can ask FRAS to add it.

If your selection conflicts with the address location, you might get a message indicating that the address defaults will be updated in the invoice. Click **OK** and confirm the address still is where you intend to send your invoice:
e. Save your changes and return to the **Header-Info 1** tab either by using the **Navigation** dropdown or clicking on the tab.

12. If you have entered a new invoice, an **Invoice ID** number has been assigned on the top of the **Header-Info 1** tab.

13. Use the **Navigation** dropdown to select the **Header - Note** tab to enter a message for the Customer, if needed. The **Header-Note** tab will appear by clicking on the selection.
   a. Enter your message in the **Note Text** field and click **Save** (the Note Type will populate with “CUSTNOTE”).
   i. A **Standard Note** (Note Type = STD), for a frequently used description, can be set up by FRAS as needed.

14. Use the **Navigation** dropdown to select **Line – Info 1**.
   a. Enter a Bill Line description in the **Description** field.
   b. Enter the line amount in the **Gross Extended** field.
   c. Use the **Quantity/Unit of Measure/Unit Price** fields for frequently billing items at a set amount. If these fields are not populated, they will populate after saving at a Quantity of 1 and a Unit Price equal to the Gross Extended amount.
   d. **Charge Codes**, for frequently billed services, can be set up by FRAS as needed. Once set up, they would be available in the **Table/Identifier** fields for look-up.
   e. The **From** and **To** dates on the bill lines will prepopulate with dates entered on the “**Header – Info 1**” tab. You can update the line dates accordingly.
   f. Click the plus (+) sign to add additional Bill Lines, as needed.
   g. Use the **Navigation** dropdown or click the tab at top to select **Line - Note** to enter a Bill Line Note(s), if needed. Line Notes will work similarly to the Header Notes but are specific to each individual bill line.
h. Click **Save**, once added, to return to the Line-Info 1 tab.
The image below shows how Header Notes and Line Notes appear on the invoice when it is generated:

15. Use the Navigation dropdown menu to select **Acctg-Rev Distribution**.

16. The **Revenue Distribution** tab will appear. You will need to enter a chartstring for every bill line you have entered:
a. If you have entered an invoice payable by the customer, the amount of the invoice will be processed as a credit to the chartstring you’ve listed on this page. If you are issuing a credit for the customer, the amount of the invoice will be processed as a debit to the chartstring you’ve listed on this page.

b. Only chartstrings for revenue or expense are needed on this page. The offsetting lines to balance the accounting entry are created later when the invoices are posted. See the Billing and AR Accounting Transactions section for details.

c. Fields on the Revenue Distribution page can be hidden or rearranged via the Personalize link.

17. Manually enter a chartstring or select a Code via the magnifying glass:

   a. For project chartfields, if applicable, enter the Project only. This field is further to the right as you scroll over. You will see the PC Business Unit and the Activity but will not be able to enter them. This information will be entered later in step 20.

   b. Distribution Codes, which work similarly to accounting tags for frequently used chartstrings, can be set-up by FRAS as needed.

18. Click the plus (+) sign to split the Bill Line’s revenue to multiple chartstrings, if needed.

(Fully extended line distribution):

a. Bill Lines must total 100%. The percentage total is displayed under the Code column. The default is 100.00. Click the Show All columns icon, or use the slider bar to view the Percentage field.
19. For all bill lines, you’ll need to enter the project information as well (if applicable). Use the Navigation dropdown to select Line – Project Info to enter the project chartfields for each line crediting a project ID.

20. The Line-Proj Info tab will appear. Use the project information for PC Bus Unit, Project, and Activity. Enter Analysis Type of “BAJ.”

21. Click Save and return to the Header-Info 1 tab.
22. If you would like the system-generated invoice to be sent to the customer, ensure that the **Invoice Form** field is set as **CRYSTAL**. If you are **not** mailing the system-generated invoice, a preliminary (Pro Forma) copy should be saved for your records, since invoices posted at NOPRINT cannot be reprinted later. See [Printing Pro Forma Preliminary Invoices](#) for more information.

23. When you are finished and are ready for the invoice to be posted in the General Ledger and to the Customer’s Account, click the magnifying glass near the **Status** field and select **RDY** (which means “Ready to Invoice”). Marking the invoice as RDY will **not** automatically post the invoice, but it will put it in the worklist for the scheduled invoice runs processed by FRAS.
24. Click **Save**. If you have more invoices, click the **Add** button to navigate to the Add a New Value screen.

   a. If upon saving the following message is received, it means that the bill line accounting revenue distribution does not total 100% on one or more lines. Click **OK** and return to the accounting revenue distribution page to confirm each bill line’s distribution totals 100%.

![Message]

25. Immediately following marking your invoice(s) as RDY, complete the **Validation** processes.

   After invoices are validated, Financial Reporting & Accounting Services will post the invoices. Detailed information on this can be found in the Billing and Accounts Receivable Accounting Transactions section.

**Validating Unprocessed Invoices**

The information in your invoices must be validated to be picked up in the scheduled invoice run. This is important because the system does not perform the normal “edit” process (as with journals) or budget checking until the validation processes are run. Therefore, immediately following marking your invoices to “RDY”:

1. Run the **UV_BI_READY_BILLS** query to Excel. There are no criteria to enter for this query; it will just run when you click the **Run to Excel** or HTML link.
2. Filter on the Billing Business Unit column to find your Billing Business Unit.
3. Confirm that the Invoice Date and Acctg Date columns are blank.
4. Confirm all invoices have “Non SP” in the Customer Type column. (The image below shows the query run into HTML.)

![UV_BI_READY_BILLS- List of RDY Bills]

5. Run the **UVM Invoicing Report** for invoices with a bill status of RDY.
a. Make sure all RDY invoices are meant to be so. Having an invoice at RDY status means that it will be posted in the General Ledger and the Accounts Receivable module once FRAS runs the posting processes.
b. Make sure there aren’t any invoices missing from the report. If you are expecting to see one and do not, navigate back to the Standard Billing screen to see if one is in NEW status inadvertently.
c. Make sure the chartstrings, amounts, and customers on all RDY invoices are correct.

6. Run the Invalid Lines Report for invoices with a bill status of RDY. This report will return any invoices with chartstrings that are invalid or use certain account codes that require re-review.

7. Correct any bill lines missing an accounting distribution.

8. Correct any bill lines that have project information mis-matches.

9. If you identify through any of these steps that modifications are needed to your invoices, navigate back to them through the Standard Billing page and make necessary updates.

   a. You’ll have to change the Bill Status back to NEW before making any changes.
   b. Once changes are made, change the Bill Status to RDY and re-review your invoices.

UVM Invoicing Report

The Invoicing Report retrieves summarized or detailed information for processed or unprocessed invoices. You can run this report at any time but should run it during the validation process of your new and readied invoices before the scheduled invoice run by FRAS.

1. Log in to PeopleSoft Financials
2. Navigate to Main Menu > UVM Reports > Billing Report
3. Search for an existing run control or set up a new one if you are running this report for the first time.
4. On the UVM Reports tab, select your Billing Business Unit and Bill Type using the magnifying glass icons.
5. Leave the Billing Cycle Identifier blank. It will populate with a wildcard (“%”) when parameters are saved.
6. Choose a Bill Status for the report to pull invoices on. Monthly, you should run this for both NEW/New and RDY/Ready bill statuses to ensure the status is correct and will get picked up or excluded from the invoice run. You can also run it for INV/Invoiced bills status to get a comprehensive listing of all processed invoices. By selecting the INV bill status, you will be asked to select a date range.
7. Click the “Run UVM Invoicing Report” button to kick off the report.

When “Ready” Bill status is selected:
When “Invoiced” Bill Status is selected:

8. The report will run and open in a separate tab as a PDF file. A sample image is below.
Invalid Lines Report

The Invalid Lines Report retrieves bill lines from unprocessed invoices needing validation and/or correction. Lines returned in this report include unusual accounts in the chartstring entered in the distribution screen of the invoice or missing chartfield values. You should run it during the validation process of your new readied invoices before the scheduled invoice run by FRAS.

1. Log in to PeopleSoft Financials
2. Navigate to Main Menu > UVM Reports > Billing Report
3. Search for an existing run control or set up a new one if you are running this report for the first time.
4. On the UVM Reports tab, select your Billing Business Unit and Bill Type using the magnifying glass icons.
5. Leave the Billing Cycle Identifier blank. It will populate with a wildcard (“%”) when parameters are saved.
6. Choose a Bill Status for the report to pull invoices on. Monthly, you should run this for both NEW/New and RDY/Ready bill statuses to ensure the status is correct and will get picked up or excluded from the invoice run.
7. Click the “Run Invalid Lines Report” button to kick off the report.
8. The report will run and open in a separate tab as a PDF file. A sample image is below.

*NOTE: the Invalid Invoice Lines Report will show potentially invalid lines: lines with bad combinations of chartfields, lines with missing chartfields, and expense lines (since revenue lines are expected for billing). While bad combinations of chartfields and missing chartfields need to be resolved, expense lines on invoices are not necessarily wrong and can be posted. It is important to validate the intention of your invoice.

Invoices with Missing Accounting Distribution Lines

If your invoice has $0 lines or blank lines without an accounting distribution, you will receive the following error message when running the UVM Invalid Lines report:
Although $0 or blank bill lines will not create accounting entries or a receivable, you should clean up such bill lines before the monthly posting processes. Do this by navigating to the invoice referenced to in the error message and updating the bill line and accounting distribution information. Details on doing this can be found starting with step 18 of the Entering an Invoice section.

**Invoices with Project Information Mis-matches**

If your invoice is crediting a project chartstring, it requires information be populated in the Acctg-Rev Distribution and the Line-Proj Info pages per steps 17 and 20, respectfully, in the Entering and Invoice section. To identify information on these pages that do not match,

1. Run the `UV_BI_PROJ_MISMATCH` query to Excel. There are no criteria to enter for this query; it will just run when you click the Run to Excel or HTML link.
2. If there are results, filter on the Billing Business Unit column to find your Billing Business Unit.
3. Correct the bill lines that are returned in the results and save them.

All bill lines using a project chartstring must have matching information on these before the invoice can be posted and the accounting transactions generated.

**BI - Printing Invoices**

**Pro Forma for Preliminary Invoices**

Departments may generate a preliminary, or “Pro Forma,” version of an unprocessed invoice. This is useful in several situations:

- To see how the information displayed on the page will show on the invoice;
- To send to a customer electronically before the scheduled invoice run has occurred;
- To create a PDF for your records when you are not mailing the system-generated invoice. (This is because invoices posted at NOPRINT cannot be reprinted later.)

To create a Pro Forma Invoice:

1. Log in to PeopleSoft Financials
2. Ensure the Invoice Form for the Invoices you want to generate is set as CRYSTAL (see step 22 of Entering an Invoice and Marking to be Posted).
3. Navigate to: Main Menu > Billing > Generate Invoices > Non-Consolidated > Print Pro Forma
4. Search for an existing run control or create a new one.
5. Select “Processing Date” under the Invoice Date Option.
6. Select “Invoice ID” under the Range Selection. This will allow you to generate Pro Forma invoices for all the Invoice IDs in the range you populate.
7. Make sure the From/To Business Unit fields are populated as your Billing Business Unit.
8. Populate the From/To Invoice fields with the invoices you want to generate.
9. Click Save.

10. To preview the Pro Forma invoices that will be generated, click the Bills to Be Processed icon.
11. The following list will appear:

![Bill To Be Processed](image)

12. Click **Return** to go back to the Run Control page.
13. Click **Run** on the Print Pro Forma screen to initiate the process.
14. At the Process Scheduler Request screen, select the “**UVM proforma – Non SP**” (UVM_PF01) Process and click **OK**.

![Process Scheduler Request](image)
15. A Process Instance number will be assigned. You can monitor the processes success at the Process Monitor.

16. Click **Refresh**. The process is completed when the **Run Status** = “Success” and the **Distribution Status** = “Posted.”
17. When the process has completed, click the **UVM_PF01** link in the Process Name column.

18. Click the **UVINVCE Success** link.
19. This will bring you to the traditional Process Monitor screen. Select the **View/Log Trace** link.

20. Click the **UVINVCE** link to open the PDF file.
21. Be sure to save the PDF file locally if you intend on changing the Invoice Form of any of the Invoices to NO PRINT.

**Reprinting Processed Invoices**

Departments may reprint a processed invoice. This may be useful if your customer never received their original or would like a courtesy copy. (If the reprint is being used to pay the amount due, request a copy from FRAS on the invoice paper with the coupon stub.)

To reprint a processed invoice:

1. Log in to PeopleSoft Financials
2. Ensure the Invoice has been processed by reviewing the Billing Details page (Main Menu > Billing > Review Billing Information > Details). The invoice Status will be “INV” or invoiced and the Invoice Form for the Invoices you want to reprint is CRYSTAL.

3. Navigate to Main Menu > Billing > Generate Invoices > Non-Consolidated > Reprint Invoices
4. Search for an existing run control or create a new one.
5. You can reprint in several ways:
a. To print all open invoices in your billing business unit, select “All” in the **Range Selection**, populate your Billing Business Unit in the **To/From Business Unit** fields and check the “Include Open Items Only” box:

![Image of PeopleSoft Finance 9.2 interface showing Range Selection and Business Unit fields]

b. To print a specific invoice, set the **Range Selection** to **Invoice ID**, and populate the **To/From Invoice** field with the invoice number:

![Image of PeopleSoft Finance 9.2 interface showing Invoice ID and Invoice fields]
c. To print all invoices associated with a customer, set the Range Selection to Cust ID and populate the Customer field with the Customer ID number and Bill Type (if more than one in your billing business unit).

6. To preview the invoices you are about to reprint, click the Bills to Be Processed icon.
7. Click Return to go back to the Run Control page.

8. Click Run on the Reprint Invoices screen to initiate the process.
9. On the Process Scheduler Request screen, select the “Print Generic Invoice UVM” (BIPJ40) process and click OK.
10. A Process Instance number will be assigned. You can monitor the process’s success at the Process Monitor.

11. Click the Refresh button. The process is complete when the Run Status = “Success” and the Distribution Status = “Posted.”

12. Click the BIPJ40 link in the Process Name column.
13. Select the **BIPRINT00 Success** link.

![Process Detail](image)

14. This will bring you to the traditional process monitor screen. Click the **View/Log Trace** link.

![Process Detail](image)
15. Click the **UVINCE** link to open the PDF file.

---

**AR – Finding Customer-Related Invoices, Payments, and Other Items**

This section describes how to find within the Accounts Receivable module transactions that have been processed and posted from the Billing module. This information should be used while analyzing customer accounts, performing collections, and determining any corrections to be made.

**Breakdown Balances Inquiry**

To quickly view the open balances on a customer’s account, department billers can access the Breakdown Balances page for the customer ID.

1. Log in to [PeopleSoft Financials](#).
2. Navigate to Main Menu > Accounts Receivable > Customer Accounts > Customer Information > Breakdown Balances
3. Enter the **Customer** ID. Use the magnifying glass icon to look up the customer ID if needed. NOTE: this page will open all balances across any department at UVM that has billed the customer.
4. Click the “Balance” link to get a detailed listing of the amount listed.

5. There are several “Detail” tabs in the Item List. We advise personalizing what is displayed in the item list to get the most useful information. You can do this by clicking the “Personalize” hyperlink. We have found the following order to be most helpful:
6. Upon making this customization, the new order will be saved for future visits to this page. The customer’s Breakdown Balances page will look like this using this order:

![Breakdown Balances Page](image)

**Customer Activity Inquiry**

To see the activity on a given customer’s account over a period of time, you can search at Accounts Receivable > Customer Accounts > Customer Information > Customer Activity for the Customer ID and the time period you’re looking for. The results will show all invoices, credits, payments and maintenance entries (including refunds and write-offs) in a grid. The below image shows the delivered order of the screens but the other “activity” tabs have details on the payment date and associated deposit information. The Customer Activity Page is another page that may be most useful with the order of the columns customized. See the previous section on how to do this.
Results of the above inquiry:

<table>
<thead>
<tr>
<th>Activity 1</th>
<th>Activity 2</th>
<th>Activity 3</th>
<th>Activity 4</th>
<th>Activity 5</th>
<th>Activity 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acctg Date</td>
<td>Item ID</td>
<td>Line</td>
<td>Entry Type</td>
<td>Entry Reason</td>
<td>Entry Amount</td>
</tr>
<tr>
<td>10/12/2018</td>
<td>0 IN</td>
<td>0 IN</td>
<td>NORSIP</td>
<td>16,564.33 USD</td>
<td>AR001</td>
</tr>
<tr>
<td>11/15/2018</td>
<td>0 PY</td>
<td>0 IN</td>
<td>NORSIP</td>
<td>-16,564.33 USD</td>
<td>AR001</td>
</tr>
</tbody>
</table>

**Unpaid Items Query**

One of the most vital steps in analyzing your customers’ accounts is seeing what items (credit and debit receivables) are open. The *UV_AR_UNPAIDITEMS_BYBILLINGBU* query shows the customer, item ID (i.e., invoice ID), amount, balance (if partially paid/offset), due date, and days late. The query can be downloaded to Excel for easy analysis. The query can be run on demand but should be run at least monthly to monitor items becoming delinquent and contact the customer for collections.

1. Log in to [PeopleSoft Financials](https://www.p单单).financials.com
2. Navigate to: Main Menu > Reporting Tools > Query > Query Viewer
3. Search for the *UV_AR_UNPAIDITEMS_BYBILLINGBU* query. We suggest adding it to your Favorites.
4. Click on the Excel link under the “Run to Excel” column.
5. When the search criteria appears:
   a. In the Enter your BU or % field, enter your Billing Business Unit.
   b. In the Enter Cust ID or % field, enter a customer number (including the preceding zeros) to retrieve data for a specific customer, or enter the wildcard (%) to retrieve data for all customers within the Billing Business Unit.
   c. In the 1-NonSpns 2-Spnsrd,3-LL,%-All field, enter 1 (as all departmental billing is to Non-Sponsored customers).

6. Click View Results. An example of the query output in Excel is shown below.

7. In Excel, you can filter on the Days Late and Customer columns to identify those receivables that are becoming delinquent, those that will require payment plans or documentation of upcoming payment for Financial Reporting & Accounting Services, or those that are due to be reversed back to your department’s chartstring.

Customer Statement Activity Report

Financial Reporting & Accounting Services regularly runs Customer Statement Reports and sends them to customers with balances that are 60 or more days past due. These reports include all unpaid
balances for a customer from any UVM department that has billed them. The balances will be aged based on days outstanding. The intention is to alert the customer of unpaid amounts to initiate collections. Should your department find this information useful, please notify FRAS and a copy can be provided to you on an ad hoc basis.

As a department biller, you may want to supply your customer with a similar statement or listing of their account activity for a specified period of time. The Customer Statement Report was created for this purpose.

Running the Report

1. Log in to PeopleSoft Financials
2. Navigate to: Main Menu > *UVM Reports > Customer Statement Report
3. To add a new invoice, click Add a New Value. To search for an existing unprocessed invoice, enter your Billing Business Unit and click Search.
4. Search for an existing Run Control or create a new one.
5. On the Report Parameters page:
   a. Set the From Date and To Date parameters
   b. Enter the customer ID in the Customer field for the report you would like to retrieve
   c. The other fields should be populated as they appear in the image below.
   d. In the “Select Report Type” section, select Activity – Only Open Balances to see only open balances or Activity – Including Zero Balances to see all activity, including items that have been paid and closed.
   e. Click Run.
6. The Process Scheduler Request page will appear. Click **OK** to return to the Report Request Parameters page.

   ![Process Scheduler Request](image)

7. The report will be kicked off when the “Run” button is clicked, but *it will not run through the Process Monitor*. To retrieve the PDF of this report, you must navigate to the Report Manager. Make note of the Process Instance, then click the **Report Manager** link.

   ![Report Manager](image)
8. A list page will open. Click the **Refresh** button until two report lines appear for the Process Instance listed. To retrieve the report, select the report with a **.pdf** extension.

9. On the following screen, click the **link to the .pdf file**.
10. When run for “Activity – Only Open Balances,” the resulting output will appear as follows:

***NOTE: if there are no open balances at the end of the time period you have selected, no report will generate.***
11. When run for “Activity - Including Zero Balances.” the resulting output will appear as follows:

![Image of Customer Activity Report]

**Analyzing the Report**

1. The customer Name and Address are linked to the unique Locations set-up for each customer. If a customer has two addresses, two statements would be generated with invoices, payments, and maintenance entries based on the Address selected at the time of invoice creation.
2. The “Opening Balance” is the balance on the customer’s account prior to the period for which you’ve run the report. The “Amount Due/Closing Balance” is the sum of all debit and credit amounts and the “Opening Balance.”
3. The “Date” and “Invoice/Item” columns show details on the invoice or other AR transaction.
4. The “inquiry #” is associated with what was entered on the individual invoice during creation.
5. “Type” (or entry type) refers to the nature of the transaction. The following table shows the “Types” that may appear on the report and a description of what they mean:

<table>
<thead>
<tr>
<th>Entry Type</th>
<th>Description</th>
<th>Frequency Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>IN</td>
<td>Invoice</td>
<td>Often</td>
</tr>
<tr>
<td>CR</td>
<td>Credit Invoice</td>
<td>Often</td>
</tr>
<tr>
<td>PY</td>
<td>Payment</td>
<td>Often</td>
</tr>
<tr>
<td>MT</td>
<td>Maintenance</td>
<td>Often</td>
</tr>
<tr>
<td>OA</td>
<td>On-account payment</td>
<td>Occasional</td>
</tr>
<tr>
<td>RC</td>
<td>Refund Credit</td>
<td>Occasional</td>
</tr>
<tr>
<td>WO</td>
<td>Write-off</td>
<td>Occasional</td>
</tr>
<tr>
<td>WOC</td>
<td>Write-off credit</td>
<td>Occasional</td>
</tr>
<tr>
<td>WAO</td>
<td>Write-off an overpayment</td>
<td>Occasional</td>
</tr>
<tr>
<td>AU</td>
<td>Adjust underpayment</td>
<td>Rare</td>
</tr>
</tbody>
</table>

6. “Payment ID” is used on payment Entry Types (such as PY or OA). The Payment ID is assigned when the payment is recorded in PeopleSoft. Typically it will start with the method of payment followed by the customers check number or date received. Details follow in the table below:

<table>
<thead>
<tr>
<th>Payment Type</th>
<th>Typical Payment ID Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check</td>
<td>CK-check number</td>
</tr>
<tr>
<td>Credit Card</td>
<td>CC-date from credit card merchant, can include dept name</td>
</tr>
<tr>
<td>Electronic Funds Transfer/ACH/Wire</td>
<td>EFT-date received in the bank</td>
</tr>
<tr>
<td>Lockbox Receipt – Automatically recorded in PeopleSoft</td>
<td>LB-check number</td>
</tr>
<tr>
<td>Lockbox Receipt – Manually recorded in PeopleSoft</td>
<td>LBX-date received in the bank</td>
</tr>
</tbody>
</table>

7. “Debit Amt” and “Credit Amt” fields are populated with the balances for each line. Any positive balance is in the Debit column (this is what the customer owes us) and any negative balance is in the Credit column (these are offsets to what the customer owes).

**Running Detail to Excel**

It may be helpful to run the Customer Statement Report to Excel.

1. To do this, run the report as described in the section above.
2. Make note of the run control ID used to kick off the process:
3. After the report runs to PDF in the Report Manager, navigate to the Query Viewer (Main Menu > Reporting Tools > Query > Query Viewer) and search for the UVCUSTST query;

4. You will be asked to provide the netID of the user who ran the Customer Statement Report and the run control ID:
5. Click **View Results**
6. The report data will be downloaded into Excel. All customers and dates included in the original run control will be in the Excel file. If you have run the process twice with the same run control, the most recent run’s data will be included.

**Non-Sponsored Accounts Receivable Activity Query**

The `UV_ACTLS_DTL_ACCTS_RCV` query can be run for a period of time, customer, or chartfield value to see what activity has been processed against the non-sponsored accounts receivable account (11001). Most often, this will be for Billing (BI) or Accounts Receivable (AR) transactions. The query results will detail invoice and payment information. If you run the unpaid items query and do not see an invoice you thought was open, you can run the `UV_ACTLS_DTL_ACCTS_RCV` query for the customer and time period to see what payment or maintenance would have closed the amount.

**BI - Adjusting Posted Invoices**

This section describes how to create credits or adjust bills in Billing, if you find while monitoring your department’s receivables that a credit memo, discount, or refund is needed.

**Adjusting Entire Bill (CredBill and CredBill/Rebill)**

**It is very important to use caution with this process.** If you need to issue a credit for an entire invoice, use the CredBill option. CredBill/ReBill functionality will reverse an invoice and create an exact duplicate of it with new accounting dates. This can be helpful when you have agreed with your customer that their invoice payment terms have changed.

**Credit Entire Bill (CredBill)**

1. Log in to **PeopleSoft Financials**
2. Navigate to: Main Menu > Billing > Maintain Bills > Adjust Entire Bill
   a. Select your Billing **Business Unit** using the lookup (magnifying glass) icon.
   b. A specific **Customer** or **Invoice** may be entered, or leave the fields blank to search all values.
3. Click **Search**.
4. Select the invoice to be adjusted by clicking the hyperlink in the Search Results.
5. When the Adjust Entire Bill criteria appears, select the **Credit Entire Bill** radio button under Select Bill Adjustment Action.

6. For the **Adjustment Reason**, use the magnifying glass to select “**CR**” (Credit Memo).

7. Click **Save**.

8. A Credit Bill ID will be assigned.
9. Click the **Header Info 1** link to access the Credit Bill.

10. The Header Info 1 tab will show that the amount is now a credit and the bill status is RDY (Ready). The Line Info, Line Notes, and the chartstring information are copied from the original invoice.

11. Click the **Notes** link.

12. Enter a note indicating the invoice you’re crediting and the reason, and click **Save**.
13. Use the Navigation dropdown to select “Header – Info 2.”

14. On the Header-Info 2 tab, select the “CR” Entry Type using the lookup/magnifying glass icon. “CR” may already be populated from your selections at the Adjust Entire Bill screen, but it’s important to confirm because this will drive the accounting entries and ensure the Accounts Receivable history is updated correctly.
15. Click **Save** and return to the **Header Info 1** tab.
16. Save a Pro Forma copy for your records, if needed.
17. Change the Invoice Form field from CRYSTAL to **NOPRINT** via the magnifying glass icon.
18. **Save** the Invoice.
19. After the invoice is entered as above, notify FRAS to process a Maintenance Worksheet which will link the credit and debit together in the AR system. If the credit was generated on an invoice that was paid, a refund request form should be submitted to FRAS.

### Credit & Rebill (CredBill/Rebill)

1. If using the **Credit & Rebill** functionality, use the same Adjust Entire Bill page as described in **steps 1-3 above** to find the invoice you would like to adjust.
2. On the Adjust Entire Bill selection page:
   a. Select the “**Credit & Rebill**” radio button in the Select Bill Adjustment box.
   b. For the “Rebill Default Action,” leave the selection as “**Retain Original Invoice Value**.”
   c. Populate the Adjustment Reason as “**CR**.”
3. Click **Save**.

4. A Credit Bill and Rebill Bill ID will be assigned. Access both invoices using the **Header Info 1** links next to the IDs.

5. The Rebill Bill can be manipulated for notes or additional information to be sent to the customer. See the **Entering an Invoice section** for instructions.

6. After the invoices are entered as above, email FRAS a completed **Customer Maintenance Request form (Excel)** to link the credit and the original debit together in the AR system. This will leave the new invoice as the one that is open.

### Issuing a Partial Credit

To issue a partial invoice discount, create an invoice as described in the **Entering an Invoice section** with the below modifications.
1. When entering the amount to invoice on the Line – Info 1 tab, use minus signs in front of the amounts.
2. The Invoice Form should be set to NOPRINT before setting the invoice status to RDY. You can create a Pro Forma for your records before doing this.
3. A Header Note indicating the invoice you’re crediting and the reason is needed.
4. The Entry Type on the Header Info 2 tab needs to be populated as “CR.” See the Adjusting an Entire Bill section for detailed instructions.
5. Validate your invoices.
6. After the credit invoice is entered as above, email FRAS a completed Customer Maintenance Request form (Excel) to link the partial credit and debit together in the AR system and leave the new balance.

After credits, rebills and partial credits are validated, Financial Reporting & Accounting Services will post the invoices. Detailed information on this can be found in the Billing and Accounts Receivable Accounting Transactions section.

**Billing and Accounts Receivable Accounting Transactions**

Invoices initiated in the Billing module will not automatically post to a department’s budget or in the General Ledger. These transactions are created when FRAS runs the posting processes. These processes are scheduled once a month approximately five business days following the “month is closed” email on the CATSKILL listserv. Additional runs can be done upon department request by emailing FRAS. Tentative dates of both the monthly and supplemental invoice runs can be found in the Financial Reporting & Accounting Dates & Deadlines page.

When the posting process is run, three things occur:

1. Your budget in Commitment Control gets updated by the sum of the invoices you’ve entered.
2. Your chartstring receives a journal entry in the General Ledger for the invoice amounts. The offset to Accounts Receivable (account 11001) will be created in this journal entry.
3. An amount is posted on the customer’s account in the Accounts Receivable module.

On the PeopleSoft or Axiom budget reports, the transactions from the Billing module will be designated with a Journal Source of “Bl.” Journal entries processed in the General Ledger will start with “Bl--------” as well.

**Find Invoices Associated with a BI Journal**

1. Log in to PeopleSoft Financials
3. Enter the Journal ID and/or Line Number.
4. Click the hyperlink of the desired Journal in the Search Results.
5. Click the Invoice hyperlinks to review the invoice detail.

Find BI Journal Associated with an Invoice

1. Log in to PeopleSoft Financials
3. Enter the Billing Business Unit and the Invoice number.
4. Click the invoice ID hyperlink in the Search Results.

5. The Journal ID will appear on the Journal Information tab.
Frequently Asked Questions

I enter a lot of invoices for my department. Is there a way to upload invoices from Excel?

Yes, please contact FRAS for details on how to use an Excel-based upload tool.

I have a payment schedule with a single customer where the amounts and information don’t change. Is there a way to set this up in PeopleSoft to avoid manual entry?

Yes, please contact FRAS for details on how to use the recurring or installment bill functionality.

My department has a system to manage customer activity related to our contracts, MOUs, and/or agreements. The system can produce a text file with details on what is billable. Can I use that to load into PeopleSoft’s Billing module?

Yes, please contact FRAS for details on how to do this.

When I try to save my unprocessed invoices, I receive an error message that changes cannot be saved to a bill after Proforma was initiated. What do I do?

This message means you either purposely or inadvertently clicked the “Pro Forma” icon on the Standard Billing Header-Info 1 page, as shown below. Clicking this icon causes any subsequent changes entered to be lost, and it should not be used.
Am I able to charge my customer’s tax in the Billing module?

Yes, you are able to add a bill line with the appropriate tax chartstring in the billing module. UVM has not implemented functionality to calculate tax in the bill, however. You must calculate the amount owed and work with Tax Services as you normally would.

How do I know when my customer pays their invoice? If it is received by the lockbox or by Treasury Services, will I be notified of payment?

To find customer payment details for a period of time, you can run reports, queries, or an inquiry in the AR module detailed in the AR section of this user guide.

Due to the volume of payments, you may not be notified when a payment is received through the lockbox or by Treasury Services. Treasury Services will deposit checks that are received directly in their office if they are able to identify the invoice that the check pays. This happens frequently and is done in order to get the money into the bank as soon as possible. If they receive a check, electronic payment, or lockbox failure/exception that they are not able to match to an open receivable and process automatically, a transmittal will be requested.

I would like to see my customer’s open receivables on an aging statement. Is there a way to retrieve that?

Yes, Financial Reporting & Accounting Services runs aging reports and statements after the monthly posting process. We can provide you with details on running that information yourself, or provide you with copies.
Appendix A: Processing Billing and Accounts Receivable by Journal Entry

Entering billing and AR activity via journal entry should be limited only to non-recurring customers or infrequent or low-dollar value transactions. Pre-requisites: access to and training on preparing journal entries in PeopleSoft General Ledger. For more information, see the Journal Entry user guide (PDF).

Steps for Processing Billing by Journal Entry

1. Create a detailed customer invoice that contains:
   a. An invoice header that clearly references the University of Vermont. Often, customers will not pay suppliers unless all information matches the most recent W9.
   b. Your department’s complete mailing address and phone number
   c. A statement that the check is payable to UVM or the University of Vermont and mailed to your department per the Endorsement guidelines in the Securing and Depositing of Cash Receipts University Operating Procedure (PDF).
   d. Good(s) or service(s) provided
   e. Invoice number (if at all possible, make the invoice number the General Ledger Journal Entry ID)
   f. Due Date
   g. Dollar Amount
   h. Net terms: never greater than 30 days

   See the approved invoice template (Excel) for reference.

2. Create a PeopleSoft journal entry. It must contain the following:
   a. Journal header description must contain the invoice number, customer name, and goods or services provided
   b. Journal class on the header tab = “AR”
   c. Journal line description must contain the customer name
   d. Debit (+ entry) AR Account 11450, function 000 and credit (- entry) the departmental account (i.e., 4xxxx or 6xxxx)
      i. Because you are billing an external entity, you should not use Internal Charge (IC) accounts.
      ii. If you are requesting a reimbursement of internal expenses (8xxxx), your entry should not credit the expense; instead, you should credit a revenue account.
      iii. You will be unable to credit sponsored projects (project business unit = GCA01).
      The ability to record billing and accounts receivable transactions within the General Ledger is limited to external customers for non-sponsored activity.
      iv. You may credit gift or endowment chartstrings for reimbursement of expense only after consulting with FRAS. At no time can you credit a gift or endowment chartstring for revenue.
   e. The rest of the chartstring for both lines is the departmental chartstring.
f. Reference number field is the invoice due date (mm/dd/yyyy). It is important this is properly formatted to perform aging on unpaid invoices at a later time.

Payments Received for Receivables Booked via Journal Entry

If your billing activity is processed in the General Ledger via journal entry, you will record subsequent payment against the AR created. When payment arrives, use a standard cash transmittal sheet (Excel) to credit the AR account chartstring (account 11450, function 000). Reference the journal entry ID associated with the customer invoice.

Find your AR transactions by running the UV_GL_JRNL_INQUIRY_CF_DESCRS query by account 11450 and the rest of your chartstring. This query will bring in the journal class, header description, line reference, and line description, which contain information pertinent to the customer, invoice, due date, etc.

Past Due, Delinquent, and Uncollectable Invoices

When using the General Ledger to book receivables, aging must be done manually to determine which customers have past due, delinquent, or uncollectable invoices. Definitions and time thresholds of what constitutes “past due”, “delinquent,” and “uncollectable” invoices can be found in the University Operating Procedure (PDF). The department must age its receivable balances from the General Ledger and promptly perform collections with its customers at the time the balances become past due. In the event a receivable is outstanding 120 days or more, it may be considered uncollectable and the General Ledger transaction will be written off as bad debt to the department’s chartstring. There is no central allowance for bad debts for non-sponsored organizations’ billings.

Resources/Help

Policies/UOPs/Reference documents

- Accounts Receivable and Billing – Non-Student, Non-Sponsored External Customers University Operating Procedure (PDF)
- Accepting Payment Cards and eCommerce Payments Policy (PDF)
- Cash Receipts, Securing and Depositing of University Operating Procedure (PDF)
- Guide to Setting Up a Revenue-Generating Activity

Relevant UVM Departments

- Financial Reporting & Accounting Services: For general questions about recording and processing non-sponsored billing and accounts receivable activity
- Treasury Services: For questions relating to cash deposits and electronic payment receipt
- **Tax Services**: For guidance on collecting and remitting taxes from customers
- **Financial Analysis & Budgeting**: For guidance on income/expense activities and establishing appropriate MOUs and rates for billing