

# **INDIANA UNIVERSITY**



## **FINANCIAL INFORMATION SYSTEM**

**Accounts Receivable**

**Billing Organizations**

**Financial Management Support Department  
August, 2006**

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## Introduction

The Accounts Receivable documents are used to invoice external customers for goods and services. The FIS is used to track outstanding customer balances and payments and general ledger entries are created.

**Billing Organizations** are the departments/accounts within the university generating charges and creating invoices. **Processing Organizations** are the centralized units which process the lockbox payments and are responsible for applying payments. Each Billing Organization is linked to one Processing Organization.

Billing Organizations create, print and mail invoices to customers. The invoice directs the customer to mail their payment to a lockbox. The lockbox payments are processed by the Processing Organization thus relieving the departments of any payment handling.

Central Accounts Receivable on the Bloomington Campus is responsible for approving new customers and new customer addresses. This allows for an additional review to make sure there are no duplicate customers and/or addresses created in the customer table.

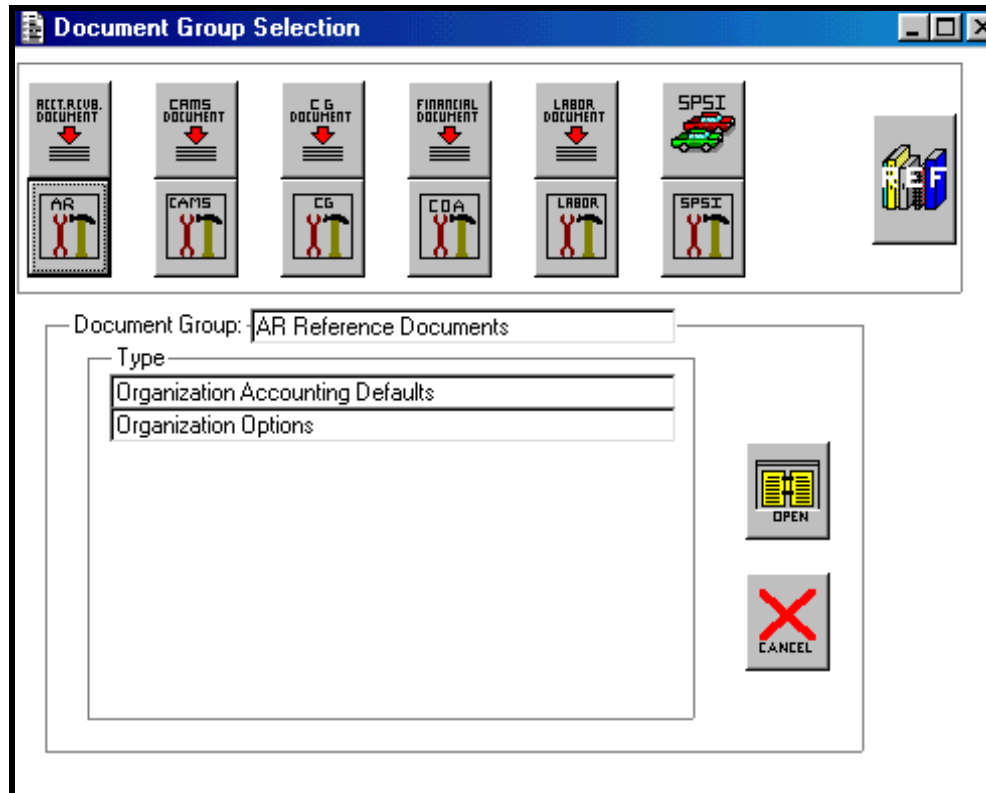
Processing Organizations are responsible for setting up departments to use the Accounts Receivable documents. Once a department is set up to use Accounts Receivable, any FIS user within that department can create A/R documents.

## The Accounts Receivable Reference Documents Group

The **Accounts Receivable Reference Documents Group** is used by the processing organizations to first set up billing organizations to use the FIS A/R. These documents are accessed by clicking on the **Enter TP Documents** button at the **FIS Welcome Screen**.

This will take you to the **Document Group Selection** screen (below).

Click on the **AR Reference Documents Group** button (with the hammer and wrench icon)



This screen gives you two options:

- The **Organization Accounting Defaults** screen
- The **Organization Options** screen

**NOTE:** Prior to using the AR system, the processing organizations will need to set up the organization options and organization defaults.

## The Organization Options Maintenance Screen

The blank **Organization Options Maintenance** screen looks like this:

Organization Options Maintenance

Organization Options  
Document #: 01-JE3319300      Org Reference:   
Initiator: JMABRY      Status: ?  
Created: 09/07/1999      Description:

Current

COA:  Org:   
Prcs COA:  Org:   
Crdt Crd:   
Auto Pay:   
Late Fee:   
Late Chrg:   
Print Dtl:    
Org Message:   
Pay Term Txt:

----- Remit Address -----  
Name:   
Addr 1:   
Addr 2:   
City:   
St:  Zip:

Copy New

COA:  UA Org:  AR  
Prcs COA:  UA Org:  AR  
Crdt Crd:  No  
Auto Pay:  No  
Late Fee:  No  
Late Chrg:   
Print Dtl:  Print Invoice Now   
Org Message:   
Pay Term Txt:

----- Remit Address -----  
Name:   
Addr 1:   
Addr 2:   
City:   
St:  Zip:

OK  
CANCEL  
ROUTE  
NOTES  
More  
COPY

### Functionality of the Organization Options Screen

The **Organization Options** screen is used:

- ❑ By the **processing organization** to establish a link between the billing organization and the processing organization. This link will drive the entire application process.
- ❑ By the **processing organization** or **billing organization** to establish the billing organization defaults such as indicating how the invoices will be printed, the payment terms, and the phone/fax numbers that will appear on the invoice.
- ❑ The remit address will contain one of the following lockbox addresses.

**Bloomington (Not C &G)**      Financial Management Services  
Accounts Receivable  
PO Box 66248  
Indianapolis, IN 46266-6248

<b>C &amp; G</b>	Financial Management Services Contract and Grants PO Box 66057 Indianapolis, IN 46266-6057
<b>Indianapolis (Not C &amp; G)</b>	Accounts Receivable PO Box 66271 Indianapolis, IN 46266-6271
<b>Northwest</b>	Indiana University Northwest PO Box 66812 Indianapolis, IN 46266-6812
<b>South Bend</b>	Accounts Receivable P.O. Box 66867 Indianapolis, IN 46266-6867
<b>Southeast</b>	Accounts Receivable P. O. Box 66709 Indianapolis, IN 46266-6709

### **Restrictions on the Organization Options Screen**

- ❑ A billing organization may change any of the information for their billing organization (except the processing organization it reports to). This will then route to the processing organization for approval.
- ❑ A processing organization can set up any new billing organization reporting to their processing organization.
- ❑ The Accounts Receivable supervisor can modify the processing organization that a billing organization reports to.

### **How to Access the Organization Options Maintenance Screen**

1. Click on the **Enter TP Documents** button at the **FIS Welcome Screen**
2. Choose the **AR Reference Documents Group** from the **Document Group Selection** screen (by clicking on the button with the hammer and wrench icon)
3. Place the cursor on the **Organization Options** line and click the **OK** button

### **How to Create A New Billing Organization (done by Processing Organization ONLY)**

1. In the *Description* field type "**Create New Billing Organization**"
2. Enter the chart of account and organization codes of an existing billing organization that reports to your processing center in the *COA* and *Org* fields of the *Current* zone
3. The system will ask you if you want to modify the organization? Answer "**Yes**"
4. Click on the **Copy** button (=>) to transfer the information to the *New* zone

5. Change the *COA* and *Org* fields to the correct values for the organization you intend to add
6. Remember to make any modifications to the *Prnt Dtl* line (this will determine if the default is set to send to *Print Invoice Now*, *Send to Proc Queue*, *Send to Bill Queue*, or *Do Not Print* .

Once the billing organization is set up through this option, all FIS users within that organization can create FIS A/R documents.

### **How to Change Billing Organization Defaults (done by Processing or Billing Organizations)**

1. In the *Description* field type the reason for the change (ex: "*Change phone number*")
2. Enter the chart of account and organization codes of the billing organization in the *COA* and *Org* fields of the *Current* zone
3. The system will ask you if you want to modify the organization? Answer "*Yes*"
4. Click on the *Copy* button (=>) to transfer the information to the *New* zone
5. Change the necessary information; please remember that the processing organization and the remit address cannot be changed
6. Click "OK" and the document will route to the processing organization for approval

## The Organization Accounting Default Screen

The blank **Organization Accounting Default Maintenance** screen looks like this:

### Functionality of the Organization Accounting Defaults Screen

The **Organization Accounting Defaults Maintenance** screen is where the default account and object code (**optional** fields) information is established on the invoice. It also establishes the late charge object code and write-off object code (**required** fields) although these defaults are not currently being used in the FIS A/R.

### Restrictions on Organization Accounting Defaults

A billing organization may change any of the information for their billing organization. Central A/R (FMS) may change this information for any billing organization.

### How to Access the Organization Accounting Defaults

1. Click on the **Enter TP Documents** button at the **FIS Welcome Screen**
2. Choose the **AR Reference Documents Group** from the **Document Group Selection** screen (by clicking on the button with the hammer and wrench icon)
3. Place the cursor on the **Organization Accounting Defaults** line and click the **OK** button

## How to Set Up Organization Accounting Defaults

1. Enter a description in the *Description* field
2. Type the appropriate values in the *COA* and *Org* fields
3. Enter the appropriate value in the *Late Chrg Objt (Late Charge Object Code)* field
4. Enter the appropriate value in the *Writeoff Objt (Write-off Object Code)* field
5. Enter the appropriate account number, and the chart it reports to, in the *COA* and *Account* fields of the *Invoice* zone (this will set up the default for the invoice)
6. Enter the object code you would like the invoices to default to in the *Object* field

NOTE: There are two methods by which you may enter information in the above fields.

Either:

- Enter the information directly in the *New* zone

Or

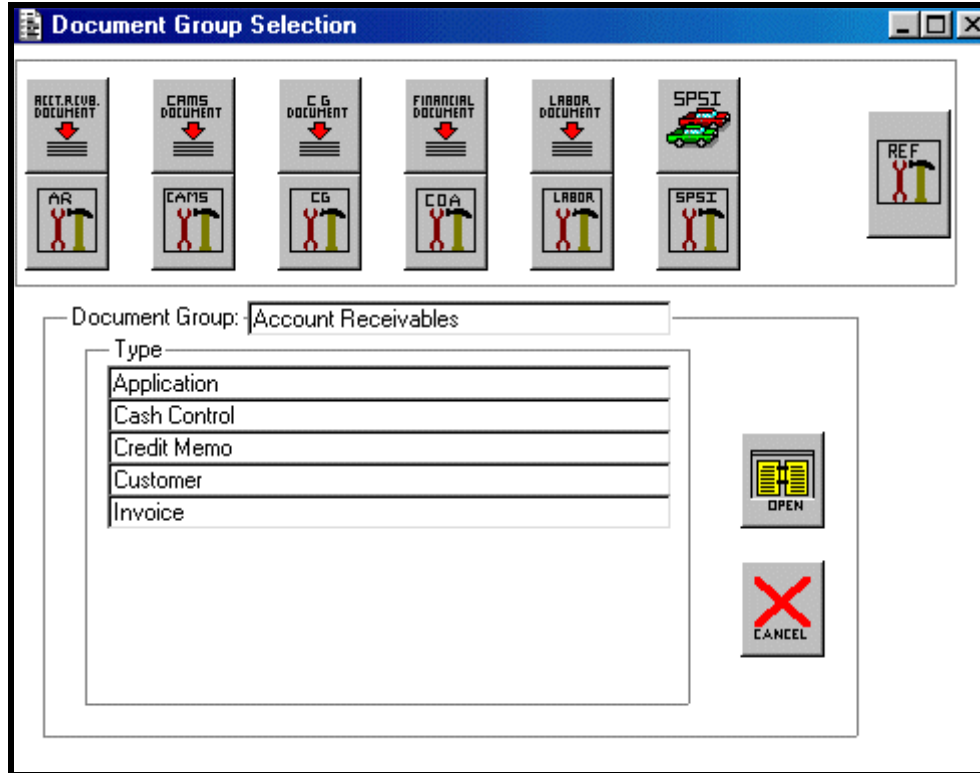
- Enter the information into the *Current* zone and click on the *Copy All* button to transfer the information into the *New* zone

## The Accounts Receivable Documents Group

The **Accounts Receivable Documents Group** is accessed by clicking on the **Enter TP Documents** button at the **FIS Welcome Screen**.

This will take you to the **Document Group Selection** screen (below).

Click on the **AR Documents Group** button (*Acct. Rcvb Document* button).



This screen gives you five options:

- The **Application** document (primarily used by the **processing organizations**)
- The **Cash Control** document (primarily used by the **processing organizations**)
- The **Credit Memo** document
- The **Customer** document
- The **Invoice** document

**NOTE:** Prior to using the Accounts Receivable system, the processing organizations need to set up the organization options and organization defaults for the billing organizations.

## The Invoice Document

The screenshot shows the 'Invoice' window with the following data:

- Invoice Section:** Document#: 01-JY3320600, Status: ?, Initiator: JMABRY, Created: 09/07/1999, Amount: 0.00, Description: (empty)
- Departmental Information Section:** Org Inv #: (empty), Proc Org: UA /&R, Customer: Temporary, Explanation: (empty)
- Billing Information:** Due Dt: 10/07/1999, Terms: NET 30 DAYS, Inv Print Dt: (empty), Hdr: (empty), Attn: (empty), PO: (empty), PO DT: (empty), Billed By: UA /&R, Attachment?: , Shipping Address ID: (empty), Billing Address ID: (empty), Write-off?: , Inv Print Opt: Send To Proc Queue, Special Processing: None
- Items Table:**

Qty	Item Code	UOM	Desc	Unit Price	Total

### How to Access the Invoice Document

1. Click on the **Enter TP Documents** button at the **FIS Welcome Screen**
2. Choose the **Accounts Receivable Documents Group** from the **Document Group Selection** screen (by clicking on the *Acct Rcvb* button )
3. Place the cursor on the *Invoice* line and click the **OK** button

### How to Create an Invoice

1. Enter a description in the *Description* field. If no description is entered, this field will default customer information from the *Customer* field once the initiator has tabbed out of the *Customer* field.
2. Enter a departmental invoice number in the *Org Inv* field if your department uses its own referencing system. This field is **optional**.
3. Enter detailed billing information in the *Explanation* field. This field is **optional**.
4. Enter the customer number of the customer in the *Customer* field. If you need to search on a customer to determine if the customer exists in the database, or to determine the customer number, double click on the *Customer* field. If the customer does not exist in the customer master file you will need to:

- a. Save the **Invoice** document.
  - b. Create a (permanent) customer and wait for approval.
  - c. Once the customer has been approved, you may enter in the customer number and continue with the invoicing process.
5. The **Due Dt/Terms** fields default to what have been entered on the **Organization Options** screen. These fields may be changed if necessary, we suggest using payment terms of “due upon receipt”.
  6. Enter any necessary information in the **Hdr (Header)** field. This field is an **optional** 120 character field. It appears on the invoice below the customer address.
  7. The **Attn (Attention)** field is an **optional** 80 character field. It will print at the top of the invoice with the customer address. It is used to direct the invoice to a particular person.
  8. The **PO** and **PO DT** fields are **optional** fields that may be used to record the original purchase order number and purchase order date for the customer.
  9. The **Attachment?** field will enable you to stipulate if an attachment is to be enclosed with the invoice.
  10. If the shipping address is different to the billing address, double-click on the blank **Shipping Address ID** field and select the address you would like to ship the goods to. (This will automatically default to the primary address—indicated by a “P” in the **Type** box of the **Customer Address Lookup** screen).
  11. The billing address will indicate the address where the invoice is to be sent. Double-click on the **Billing Address ID** field and select the address by highlighting the street address line of the address you would like to send the invoice to. (This will automatically default to the primary address—indicated by a “P” in the **Type** box of the **Customer Address Lookup** screen).
  12. The **Write-off?** defaults to the check mark (“√”) option. This field is currently not functional.
  13. The **Inv Print Opt (Invoice Print Options)** field gives you four options, controlled by a down arrow:
    - a. Print Invoice Now—billing org creates and prints invoices as they are generated.
    - b. Send to PROC Queue—billing org creates invoices, but actual printing and mailing is done by the processing org.
    - c. Send to Bill Queue—billing org creates invoices, but they are printed in batch by the billing org
    - d. Do Not Print—invoice is not printed

These are set up as a default through the Organizations Options Maintenance function but can be changed when creating the invoice. Invoices can always be printed at any time by retrieving it through the FIS document search function and selecting “File”, “Print Invoice/CRM” from the FIS menu bar.

14. The *Special Processing* field is not currently being used.
15. The *Quantity* field will default to “1”. If the quantity is more or less than 1 you may delete and type in the new value. The field will allow up to two decimal places following a whole number (e.g. “1.25”)
16. Double clicking on the blank *Item Code* field will bring up the **Invoice Item Code Lookup** screen. Any codes that have been previously established can be located by performing a search. For more information on item codes, see the section on *Item Codes* later in this document. This is an **optional** field.
17. The *UOM* field is the *Unit of Measure* field. This field defaults to “EA” for “Each.” The field is an updateable two character field.
18. Enter a description in the *Desc* field. This is an **optional** field. There is no default.
19. Enter a unit price in the *Unit Price* field.
20. The *Total* field is a calculated field (i.e. quantity multiplied by unit price).
21. The *Acct/Sub*, *Obj/Sub*, and *Proj* fields default to what has been entered in your organizational accounting defaults if no item code is entered. These fields may be changed.
22. The *Serv Dt* field is typically used to provide the date the goods or services were provided. This is an **optional** field.
23. The “D” by the total field allows you to discount the line item. Once the discount button has been clicked, the button disappears and a new line for the discounted item will appear below the original item line. For further information on discounts, see the **Discount Information** section on the next page.
24. After all the necessary fields have been filled in, click on the **OK** button to approve the document.

NOTE: Unless specific review hierarchy approvals have been set up by the organization, this document will not route.

## Invoice Business Rules

- ❑ The *Special Processing* field is not currently used.
- ❑ Any object code is allowed on the invoice, except Fund Balance object codes, Bad Debt expense or Allowance object codes, and Equipment and Payroll Expense object codes.
- ❑ In the Invoice *Due Dt* field
  - No date **prior** to invoice create date can be entered
  - No date **greater** than “90 days” can be entered
- ❑ The **Invoice** date is the date the initiator clicks the **OK** button to approve the document. The invoice date drives the aging of receivables.
- ❑ In order for an invoice **item code** to be used, it must be valid for that organization.
- ❑ The *Customer* field is a **required** field on the invoice.

## Discount Information

- ❑ The “**D**” button by the *Total* field allows you to discount the line item. Once the discount button has been clicked, the button disappears and a new line for the discounted item will appear below the original item line.
- ❑ If you enter information for *Line Item 1* and hit the discount button, you can later delete *Line 2* prior to routing if necessary—for example, if you make an error or if you decide not to give a discount—by clicking on the *Delete Line* button while the cursor is on the discounted line. If you also decide, after adding a discount line, to delete the original line (*Line 1*), you **must** delete *Line 2* first.
- ❑ To delete the second (i.e. discount) line and still provide a discount, you must first delete the discount line as indicated above, then delete *Line 1*. Then click on the *Insert Line* button and this will return a new line with a new “**D**” button. You can begin the process over again from this point.
- ❑ On the discount line, the object code will automatically default to “**1999**” (i.e. discount object code). Since this is an updateable field, this value can be changed as necessary.
- ❑ The account on the discount line must be the same as the account on the line it is discounting (the line above it).
- ❑ If you enter a discount on an invoice, you cannot do an error correction on the invoice.

## Templates

Invoices can be templated. This is a useful tool when you wish to duplicate some or all information from one invoice to another, or to a series of invoices.

To create a template:

- ❑ Open the Invoice Document you wish to template
- ❑ Click on the **Workflow** option of the FIS menu bar
- ❑ Click on the **Template** option
- ❑ This will open a new Invoice document with corresponding information from the original document in the fields, with the exception of:
  - A new document number
  - A new create date
  - A new initiator (if different from the original document initiator)
  - A “?” (in process) status in place of the “A” status

NOTE: An Invoice document must have an “**Approved**” status before you can create a template from it.

## Reversing an Invoice

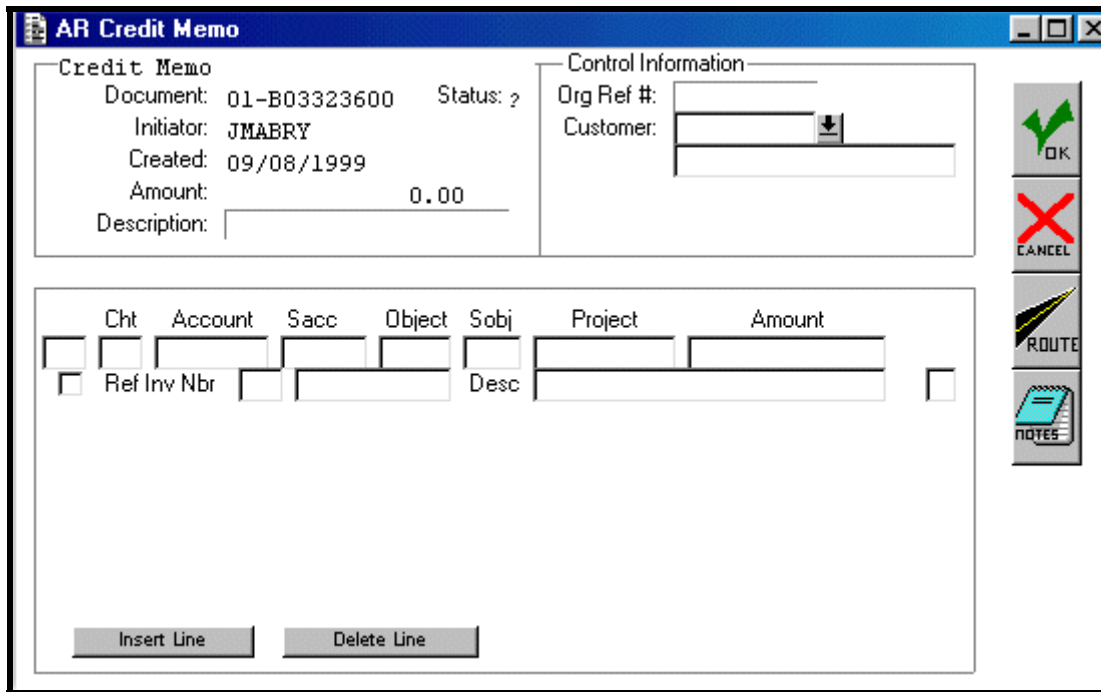
The **Error Correction** function of the **Invoice** document can be used to reverse the invoice if the initiator has created the invoice in error, or if he or she needs to cancel an invoice if funds have **NOT BEEN** applied to the invoice.

NOTE: The **Error Correction** function **will not work** if invoice contains a discount line on the invoice.

### How to Reverse an Invoice

1. Click on **Search for Documents?** at the **Welcome** screen, and perform a search for the invoice you wish to reverse. Double-click on the invoice to open it.
2. Click on the **Workflow** option from the menu at the top of the FIS screen
3. Click on the **Error Correction** option
4. A new document will be returned to the screen containing all the information from the original, except for the **Unit Price** and **Total** fields which will reflect a **negative** amount corresponding to the original amount. (Note: the new document will also have a new document number, date, status, and initiator if different from the original initiator. The **Description** field will read “**Reversed entries to: XX-XXXXXXXXXX** i.e. the original document number)
5. Click on the **OK** button
6. A dialog window will state that your action will reverse the entries on the document and will ask if you wish to continue with the operation.
7. Click on the “**Yes**” button
8. You may choose (or decline) to edit the original document after approving the reversal

## Credit Memo



**AR Credit Memo**

**Credit Memo**  
Document: 01-B03323600    Status: ?  
Initiator: JMABRY  
Created: 09/08/1999  
Amount: 0.00  
Description:

**Control Information**  
Org Ref #:   
Customer:

Cht	Account	Sacc	Object	Sobj	Project	Amount
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Ref Inv Nbr	<input type="text"/>	<input type="text"/>	Desc	<input type="text"/>	<input type="text"/>

Insert Line    Delete Line

OK  
CANCEL  
ROUTE  
NOTES

### Functionality

The **Credit Memo** document is used to issue a credit to a customer or to reverse an invoice that contained a discount or has had dollars applied to the invoice. It is also used to write-off uncollectible invoices per IU Policy I-490.

### How to Create a Credit Memo

1. Enter a description in the **Description** field.
2. Enter the invoice # of the invoice to which the credit memo should be applied in the **Org Ref #** field.
3. Enter a customer number in the **Customer** field (if you do not know the customer number, you can double click on the blank field and perform a search). Once the customer number is filled in, then the customer name will automatically appear in the field below.
4. Enter an account number in the **Account** field. Double click on the blank field for a lookup window.
5. Enter a sub account number in the **Sacc** field. This is an **optional** field.
6. Enter an object code in the **Object** field.
7. Enter sub object code in the **Sobj** field. This is an **optional** field.
8. Enter a project code in the **Project** field. This is an **optional** field.
9. Enter an amount in the **Amount** field.
10. Enter the invoice number to which the credit memo should be applied in the **Ref Inv Nbr** field. This is an **optional** field.
11. Enter a description in the **Desc** field.

## **Routing**

The **Credit Memo** document will route to account managers for approval.

## **Printing**

There are no print options within the credit memo document. To print a credit memo, it first must be fully approved. After approval, the credit memo is retrieved through the FIS document search. Once the credit memo is opened, it is printed by accessing the “File” drop down menu at the top of the screen and the “Print Invoice/CRM” option is selected. A screen will appear telling you to select the customer address you wish to appear on the credit memo. After selecting “OK”, all of the addresses for that customer will appear. Place your cursor on the address you wish to select and click “OK”. Another screen will appear asking you if you wish to print an original or duplicate.

## The Customer Document

The screenshot shows a software window titled "AR Customer Document". It contains several sections of input fields:

- Customer Summary:** Document #: 01-IP3323700, Org Reference: [empty], Initiator: JMABRY, Status: ?, Created: 09/08/1999, Description: [empty].
- Customer Information:** Customer # [empty], Parent [empty], Customer Name [empty], Customer Type: Permanent, Customer SSN [empty], Federal Tax ID [empty], Tax Exempt? [checkbox], Credit Approved by [empty], Credit Limit [empty], e-mail address [empty], Phone Number [empty], Toll-Free Number [empty], Fax [empty], Contact Name [empty], Contact Phone Number [empty], Birthday [empty].
- Address Section:** Name [empty], Address [empty], Type: Primary, City [empty], State [empty], ZIP Code [empty], International Mail Code [empty], e-mail [empty], End Date [empty].

On the right side of the window, there are four buttons: OK (green checkmark), CANCEL (red X), ROUTE (yellow arrow), and NOTES (blue notepad icon).

### Adding A New Customer

This document is used solely for adding a new customer. If you need to add an address to an already existing customer, please see the **Adding an Address** document. Before adding a new customer, please use the customer search function to make sure it does not already exist.

### How to Add a Customer

1. Click on the **Acct Rcvb Document** button at the **Document Group Selection** screen
2. Place the cursor on the **Customer** line and click on the **Open** button
3. Click on the **Create customer** button when presented with the options menu
4. Enter an **Org Reference** number if your organization uses them to monitor transactions. This is an **optional** field

5. Fill in the *Description* field, (i.e. “new customer”) or use the customer name in the Description field (Note: The *Description* field must be completed on all AR documents)
6. Tab through *Customer #* field. The number will be assigned by the system once the document is approved.
7. Enter the customer name in the *Customer Name* field and tab out. You will receive a prompt message if you are trying to create a duplicate customer. Be sure to use the last name first, if a proper name. (See **Business Rules** on the next page).
8. The *Customer Type* field defaults to “*Permanent.*” Despite two other options (*Temporary* and *Inactive*) offered by the drop arrow, this field is **not updateable**.
9. Fill in the following fields with the appropriate information if known: Customer social security number; Federal ID number; customer tax exempt status; who is approving credit; credit limit; e-mail address; phone numbers; fax number.
10. Only fill in a contact name if you know this person is someone you will be contacting regularly. Otherwise, use the *Attention* line on the invoice for your contact’s name. Do not enter a contact name in the address of the customer.
11. Complete the customer address section. The customer name will default from the *Customer Name* field.
12. Choose an address type by clicking the down arrow of the *Type* field. Options are *Alternate*, *Primary* and *Temporary*. If there are no other customers with the same name, same address choose primary address. (Instructions for same company name, different address are in the **Add an Address** section). When creating a new customer, this field defaults to *Primary*.
13. Temporary customers are no longer used, though the option still shows on the drop down menu.
14. Click on the **OK** button to complete document.

## Restrictions

Any user who belongs to a billing or processing organization in the AR system can create a customer. IU departments should not be set up as customers. They should be billed through an internal billing document.

## Routing

Customers that are permanent in nature (searchable) will go to the **Accounts Receivable** workgroup for approval. This will allow those who work in Accounts Receivable to eliminate duplicate customers in the customer master file. These documents will be approved by the Accounts Receivable workgroup within 24 hours.

## Business Rules for Creating A New Customer

- ❑ Names like “3M,” “JL Construction,” or “AFSCME” have no spaces, no commas etc.
- ❑ An Individual’s name is listed by last name, followed by first name
- ❑ Do not use ‘The’ at the beginning of a customer name
- ❑ Use no titles as first names, such as “Mr,” “Mrs,” “Dr” etc.
  - When titles are included in a name such as “Dr John L Doe,” it should be listed as “Doe, Dr John L;” “Jane K Deere, MD,” should be listed as “Deere MD, Jane K”
- ❑ If a last name is hyphenated it should be entered that way
- ❑ Do not use shift key characters
- ❑ Do not use punctuation or ampersands.
- ❑ If the name of an abbreviation is known, spell out the whole name (i.e. “Med Ctr” = Medical Center; “Hosp” = Hospital)
- ❑ For military branches, the prefix “United States” is left off—simply list as “Army,” “Navy,” etc.
- ❑ When the following are at the end of a name, they should be abbreviated: “Inc,” “Corp,” “Assoc,” “Co,” “Ltd”
- ❑ When “City of Bloomington” is used, it should be listed as “Bloomington, City of”
- ❑ “School of Music” should be listed as “Music, School of”
- ❑ If it is necessary to abbreviate, do so at the end of the entry.
- ❑ Spell out in full prefixes such as “Saint,” “Fort,” “Mount” etc.
- ❑ Numbers in the customer name should be spelled out, from one to ten
- ❑ For university departments, such as “Department of Athletics,” put “Athletics, Department of”. This is for universities other than IU. IU department should be billed through an internal billing document.
- ❑ Commonly used acronyms such as “IBM;” “ABC” are not spelled out in full
- ❑ No spaces or dashes should be placed in phone numbers
- ❑ Use contact’s name in the “**Attention**” line of the **Invoice**, not in the customer’s address

## Adding An Address

### How to Add Address

1. Click on the **Acct Rcvb Document** button at the **Document Group Selection** screen.
2. Place the cursor on the **Customer** line and click on the **Open** button.
3. Click on the **Add an address** button when presented with the options menu.
4. Perform a search for the customer by entering the customer name, customer number, phone number or federal ID number.

Search-Criteria				
Customer Nbr:	<input type="text"/>	Search	Address Search	Clear
Customer Name:	<input type="text"/>			
Phone Number:	<input type="text"/>			
Federal Id #:	<input type="text"/>			
Active:	<input type="checkbox"/>			

Search-Results				
Cust Nbr	Name	Fed Id #	Phone Number	Active
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

OK    Cancel    More...

5. Once the correct customer has been identified in the **Search Results** zone, place the cursor on the **Cust Nbr** line and click the **OK** button. This will bring you back to the **AR Customer Document** with the customer information fields filled in but with the customer address section left blank.
6. Go to the **Address** zone and fill in the fields as follows: retype the customer name in capital letters in the **Name** field, and complete with different address. (The address **Type** field will default to **Alternate**).
7. Click on the **OK** button.

### Restrictions

Any user who belongs to a billing or processing organization in the AR system can add an address to a customer.

## **Routing**

Customer documents will go to the AR workgroup for approval and will be approved by the workgroup within 24 hours. This will allow us to eliminate duplicate customers in the customer master file.

## The Cash Control Document

**AR Cash Control**

Cash Control  
 Document #: 01-YE3322800      Org Reference:   
 Initiator: JMABRY      Status: ?  
 Created: 09/07/1999      Description:

Processing Org: UA /AR     

Medium:       Ref Doc #:

APP Doc #	Status	Customer #	Medium ID	Date	Amount
**_*****		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

     Total:

The **AR Cash Control** document is normally used by the processing organization

### General Information About the Cash Control Document

- ❑ The **Cash Control** document provides a mechanism for linking the deposit of funds on the **Cash Receipt** to the **Application** documents.
- ❑ The **Cash Control** does not generate any general ledger entries
- ❑ Any user in a billing organization or a processing organization can generate a **Cash Control** document
- ❑ The **Cash Control** document will route to the processing organization that your billing organization is associated with

### Cash Control Field Explanations

1. The **Org Reference** field can be used when a billing or processing organization would like to attach a reference number on the document specific to their unit. This field is **optional**
2. The **Status** shows the status of the document. It is filled in automatically depending on where the document is in terms the approval hierarchy

3. The **Description** field provides a description of the reason for the **Cash Control** document
4. The **Medium** field is a drop down arrow field from which the user selects the means in which payment will be received. Options are **Cash, Check, Credit Card, or Wire Transfer**)
5. Depending on the **Medium** type, the **Ref Doc #** field could be a **CR, DI, or GEC**. This document is usually generated by the processing organization after review of the **Cash Control**. The number will only be filled in **after** the processing organization has clicked on the **Generate Ref Doc** button
6. The **APP Doc #** field contains the document number where the processing organization will apply the dollars on this specific line
7. The **Status** field represents the status of the APP Doc
8. The **Customer #** field is where the user can enter the customer number of the funds represented, if known. This field is **optional**.
9. The **Date** field is an optional field
10. The **Amount** field represents the amount of the check or cash received, the amount of the wire transfer, or the credit card transaction amount. Once the **Cash Control** document is routed, the amount can not be changed
11. The **free form** field below the **Amount** field is for any additional information you would like to enter about this line item
12. The **Total** field represents the total amount of all the line items entered

### **If a Billing Organization or Processing Organization Receives Cash**

1. The billing organization receives the cash
2. The billing organization creates a **Cash Receipt**, depositing funds to their processing organization's clearing account, and to object code 8015
3. Clearing account numbers are as follows:
  - UA-AR 68-129-50
  - UA-ARCG 68-129-01
  - SB-ADAF 68-545-50
  - NW-NW 68-585-50
  - IN-ACCT 68-728-85
  - SE-ACCT 68-506-21
4. The billing organization prints the **Cash Receipt**
5. The billing organization sends a copy of the **Cash Receipt** and money to the Bursar via a courier
6. The billing organization creates a **Cash Control** document with payment medium type of **CASH** and types the **Cash Receipt** document number in the **Org Ref** field in the top right hand corner
7. The processing organization must verify that the **Cash Receipt #** in the **Org Ref** field is correct

## What Happens in the System When the Payment Medium Type “Cash” is Selected?

1. The organization which received the cash enters in the **Cash Control** which automatically generates the **Cash Receipt**
2. The pending ledger entries associated with the **Cash Receipt** are as follows:

<b>Object Code</b>	<b>Debit</b>	<b>Credit</b>
Cash - 8000	100.00	
Unapplied Cash - 8015		100.00

3. The **Cash Receipt** routes to the Bursar with a “V” status
4. The **Cash Control** is routed to the processing organization for approval
5. The processing organization can click on the **App Doc #** on each line and begin to apply the dollars
6. See the **Application** document information for remaining steps

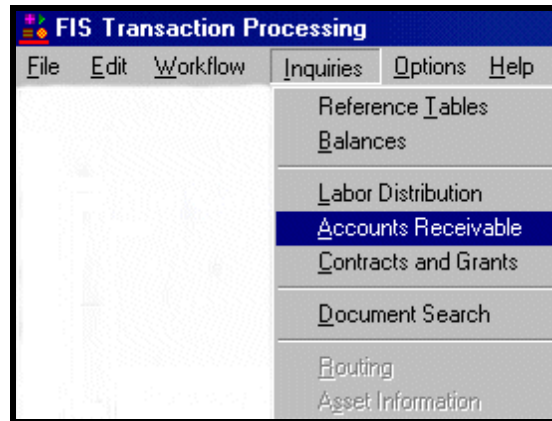
## If a Billing Organization Receives a Check

- The billing organization should send the check to the lockbox via US Mail
- The lockbox process will generate the **Cash Control** document

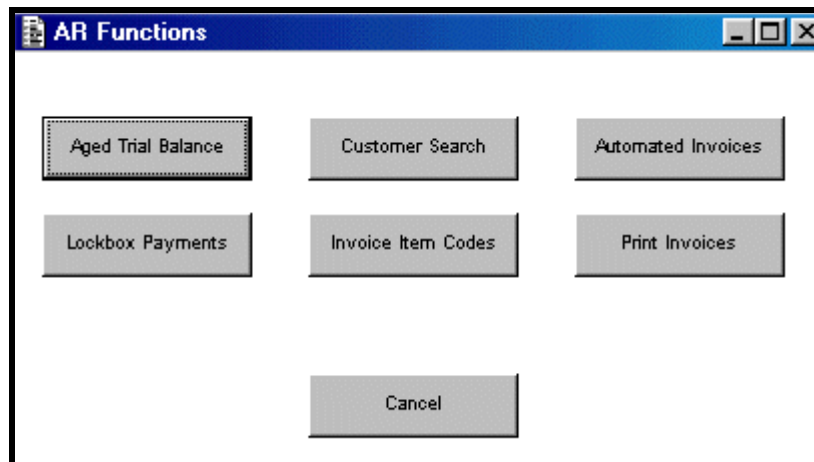
NOTE: If the processing organization receives a **Cash Control** document with a payment type of **Check** from a billing organization, they will need to verify that the check was indeed sent to the lockbox, and cancel the document because the lockbox will “generate” a **Cash Control** document.

## Accounts Receivable Inquiries Screens

The Accounts Receivable **Inquiries** screens are accessed by clicking on the **Inquiries** option of the FIS menu bar (at the top of the TP screen), and clicking on the **Accounts Receivable** option of the dropdown menu.



This will return the following **AR Functions** options menu below.



## Aged Trial Balance

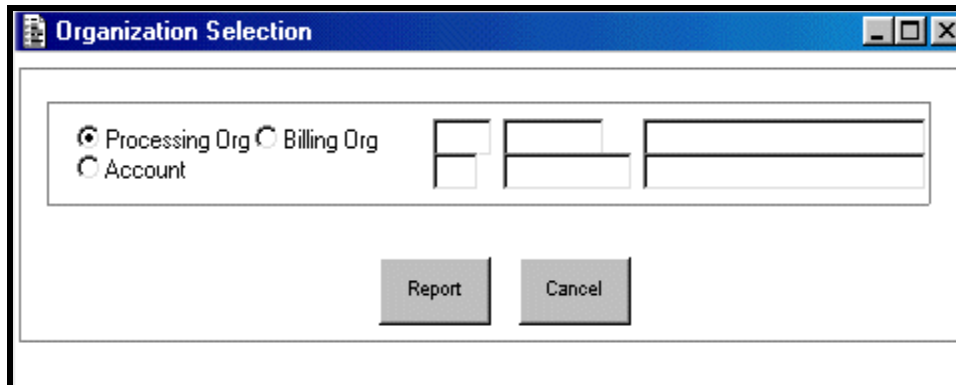
The **Aged Trial Balance** screen allows the user to monitor and track current and outstanding amounts on an organization's invoices. The information on the screen is organized so that you may check:

- which invoices are current
- which customer/vendors have outstanding balances
- how long the outstanding amount is over due

The **Aged Trial Balance** function can help you track payments owed to your organization and assist you when you need to contact customers about payment.

### How to Run an Aged Trial Balance

1. Click on the **Inquiries** option of the FIS menu bar (at the top of the screen)
2. Choose the **Accounts Receivable** option
3. Click on *Aged Trial Balance* button



4. Select the appropriate radio button for the report type you wish to run (i.e. by **Processing Org**, by **Billing Org**, or by **Account**)
5. If you select **Processing Org** or **Billing Org** enter the chart, followed by the organization in the corresponding fields (chart first, organization next), or enter the account number (in the second field to the right of the **Account** radio button) to access the report type you selected

An organization select box appears with three choices: by **Processing Organization**, by **Billing Organization**, and by **Account**. The type which is selected will determine what type of information is retrieved.

For example:

- ❑ If “**Processing Org**” is selected, then one will expect to receive an aged trial balance for all open invoices, credit memos, and unapplied cash for all billing organizations that report to that processing organization by customer.
- ❑ If “**Billing Org**” is selected, then one will expect to receive an aged trial balance for all open invoices for that billing organization. Please note that open credit memos and unapplied cash are **not** reflected in these balances.
- ❑ If “**Account**” is selected, then one will expect to receive an aged trial balance for all open invoices and credit memos for that account. Once again, please note that unapplied cash is **not** reflected in these balances.

For more detail regarding a balance in the report, the user can double click on any of the balances shown to view the details of the balance down to the individual document level.

## Invoice Item Codes

**Invoice Item Codes** are optional six alpha-numeric identifiers for various services or products for which university billing organizations are billing. The code is used to automatically fill in the item description and all the accounting information (chart, account, object code etc).

### How To Create A New Item Code

1. Click on the **Inquiries** option of the FIS menu bar (at the top of the screen)
2. Choose the **Accounts Receivable** option
3. Click on the **Invoice Item Codes** button
4. Click on the **More** button
5. Click on the **Add** button
6. The **COA** and **Org** fields will appear when user opens the document
7. Enter the **Item Code** (limited to 6 characters) and a description (in the unnamed **Description** field following the **Item Code** field)
8. Enter the appropriate information in the **Related Stock Number** field. This is an **optional** field
9. Enter appropriate information in the **Default Price** field. This is an **optional** field
10. Enter appropriate information in the **Default Quantity** field. This is an **optional** field
11. Enter appropriate information in the **Default UOM** field. This is an **optional** field
12. The **Invoice COA Code** field will be filled in after the user types in an invoice account number
13. Enter an account number in the **Invoice Account Nbr** field
14. Enter a sub account number in the **Invoice Sub Acct Nbr** as necessary. This is an **optional** field
15. Enter an object code in the **Invoice Object Code** field
16. Enter a sub object code in the **Invoice Sub Object Code** field. This is an **optional** field
17. Enter a project code in the **Invoice Project Code** field. This is an **optional** field
18. Enter an organization reference ID in the **Invoice Org Reference ID** field. This is an **optional** field
19. Click on the **OK** button to approve the new item code

### How To Delete An Item Code

1. Click on the **Inquiries** option of the FIS menu bar (at the top of the screen)
2. Choose the **Accounts Receivable** option
3. Click on the **Invoice Item Codes** button
4. Place the cursor on the item code you would like to delete
5. Click on the **More** button
6. Click on the **Delete** button
7. Click on the **Delete** button again

## How To Update An Item Code

1. Click on the **Inquiries** option of the FIS menu bar (at the top of the screen)
2. Choose the **Accounts Receivable** option
3. Click on the **Invoice Item Codes** button
4. Place the cursor on the item code you would like to update
5. Click on the **More** button
6. Click on the **Update** button
7. Make edits as necessary
8. Click on the **Update** button

### NOTES:

- This function is unique to billing organizations
- Useful for organizations that have repetitive billings
- If you do not use item codes, the account will default to the account specified on the organization accounting defaults

## Searching for a Customer

1. Click on the **Inquiries** option from the FIS menu bar
2. Click on the **Accounts Receivable** option
3. Click on the **Customer Search** button
4. Perform a search by entering the following criteria: customer number, customer name, phone number and Federal ID number in the appropriate fields
5. To search by customer name or number, you can use all or part of the customer name and entering the **wild card** (by pressing the **F2** key, followed by the **Number 8** key on the main keyboard). To search by phone number you can perform the same search as with the customer name. Be aware that some phone numbers have been entered with hyphens, spaces between numbers or one consecutive number
6. The **entire** customer master list can be seen by leaving the **Search Criteria** fields blank and clicking on the **Search** button
7. To do a search by address, click on the **Address Search** button. You can only search by one type: i.e. **only** by zip code; **only** by street address.
  - a. A search by company name will bring up all addresses for customers with that name.
  - b. A search by street will only bring up companies with that street address, but you must enter the information **exactly** as it appears in the AR system
  - c. A search by city will bring up all companies in that city
  - d. A search by state will bring up all companies in that state
  - e. A search by zip code will bring up all companies with same zip code
8. Complete any of the following blanks to do an address search: company name, street address; city, state and zip code. Wild cards may be used in the search
9. To perform a search by street address, the information must appear **exactly** as it does in the system or you will get a "**No records match**" message.
10. Once the customer has been selected, you can find out more information on the customer by clicking the **More** button. The **Customer Inquiry** screen will be returned to your screen. The **Financial** button will show you current financial information concerning the customer. The **History** button will show you the financial history of the customer. The **Notes** button enables you make comments about the customer by adding a note to the customer's information .
11. Address changes shows the last date the address was changed.

## To View the Customer History Screen

1. Click on the *Inquiries* option from the FIS menu bar
2. Click on the *Accounts Receivable* option
3. Click on the *Customer Search* button
4. Enter appropriate information in the *Customer Nbr* or *Customer Name* fields
5. Place the cursor on the *Customer Nbr* line in the *Search Results* zone
6. Click on the *More* button
7. Click on the *History* Button

Once the report is returned to the screen, the following detail will be retrieved for that customer:

- Doc Type* (Document Type)
- Doc Number* (Document Number)
- Due/Approved Dt* (the date the invoice was due or approved)
- Inv/Pmt Amt* (Amt of Invoice or Application)
- Unpd/Unapld Amt* (Balance Remaining)

Note: If a user double clicks on an *Unpd/Unapld Amt* line, they can identify all applications which have been made to a particular invoice. If the amount in this column is zero, the invoice has been completely paid off.

## To View the Financial Screen

Click on the *Inquiries* option from the FIS menu bar

**This option is not currently available**

1. Click on the *Accounts Receivable* option
2. Click on the *Customer Search* button
3. Enter appropriate information in the *Customer Nbr* or *Customer Name* fields
4. Place the cursor on the *Customer Nbr* line in the *Search Results* zone
5. Click on the *More* button
6. Click on the *Financial* Button

The following information will be retrieved:

- Total Outstanding Invoice Balance*. This will reflect all open invoices for the customer specified on the AR system.
- Total Unapplied Credit Memos*. This will reflect all unapplied credit memos for the customer specified on the AR system.
- Total Unapplied Payments*. This will reflect all designated unapplied dollars for the customer specified on the AR system. However, only the AR supervisor can apply funds between processing organizations.
- Aging*. This will age the outstanding invoices, unapplied credit memos, and unapplied payments for the customer throughout the University.

Note: For further detail on any of the balances above, the user can double click on the balance and view the detail of the balance down to the individual document level.

## How to Add a Note

If you wish to include additional information about the customer, you can do so by clicking on the **Notes** button of the **Customer Inquiry** screen. Some situations in which a note may be added include: if a customer has declared bankruptcy, is slow in paying their invoices, or has an address change and you wish to keep the old address. Notes stay with the document within the system.

### To Make a Note for General Viewing

1. Click on the **Inquiries** option from the FIS menu bar
2. Click on the **Accounts Receivable** option
3. Click on the **Customer Search** button
4. Enter appropriate information in the **Customer Nbr** or **Customer Name** fields
5. Place the cursor on the **Customer Nbr** line in the **Search Results** zone
6. Click on the **More** button
7. Click on the **Notes** button in the right hand column on the document
8. This will return the **Customer Notes** screen (below)

Created	Author	Note
<input type="text"/>	<input type="text"/>	<input type="text"/>

9. Click on the **New Note** button. This will bring up an expanded note field screen.
10. Enter your information and then click on the **OK** button.
11. Your note text, the date you created the note, and your name will be returned to the **Customer Notes** screen
12. Click on the **OK** button
13. As with any document that has a note attached to it, when the **Customer Inquiry** screen is accessed for this customer, the **Notes** button will be highlighted in red.