

Understanding Auxiliary Services

This guide provides information to better understand Auxiliary Services at the university. Auxiliary Services is an area of the Controller's Office responsible for overseeing internal and external billing in OMNI Financials, which includes the following components:

- Auxiliary Purchase Orders
- Auxiliary Customers
- Auxiliary Accounts Receivable & Collections

Additional information on each of these topics can be found in the sections below.

Auxiliary Purchase Orders

Auxiliary purchase orders for buying departments are administered by Auxiliary Services. Refer to subsection [BTUIB1 – Understanding Internal Billing](#) for more information on auxiliary purchase orders required for buying departments.

What is an Auxiliary Purchase Order?

An Auxiliary Purchase Order (auxiliary PO) is required for interdepartmental billing when selling auxiliaries invoice in OMNI Financials. The auxiliary PO is the charge mechanism that allows a selling auxiliary to bill a buying department and ensure expenses are recorded correctly. An auxiliary PO will always start with **000**.

Selling auxiliaries should direct buying departments to the **Auxiliary Requisition Entry Guide** located on the Controller's Office Training page at controller.vpfa.fsu.edu/training under Auxiliary Services training materials > Resources for Buying Departments.

Important Terms:

- Category Code – Commodity code on the auxiliary PO that determines the expense account
- Expense – Cost recorded in the buying department's ledger after the auxiliary PO is charged
- Auxiliary Requisition – Draft stage before auxiliary PO is established (auxiliary requisition numbers are not the same as auxiliary PO numbers)
- Pending Charges – Unbilled charges typically due to an invalid or missing auxiliary PO
- Vendor ID/Supplier ID – Interchangeable terms that represent the selling auxiliary to be paid (begins with **AUX**)

Purpose of the Auxiliary PO

Facilitates **charge mechanism** between selling auxiliary and buying department for payment.



Purpose of the Auxiliary PO

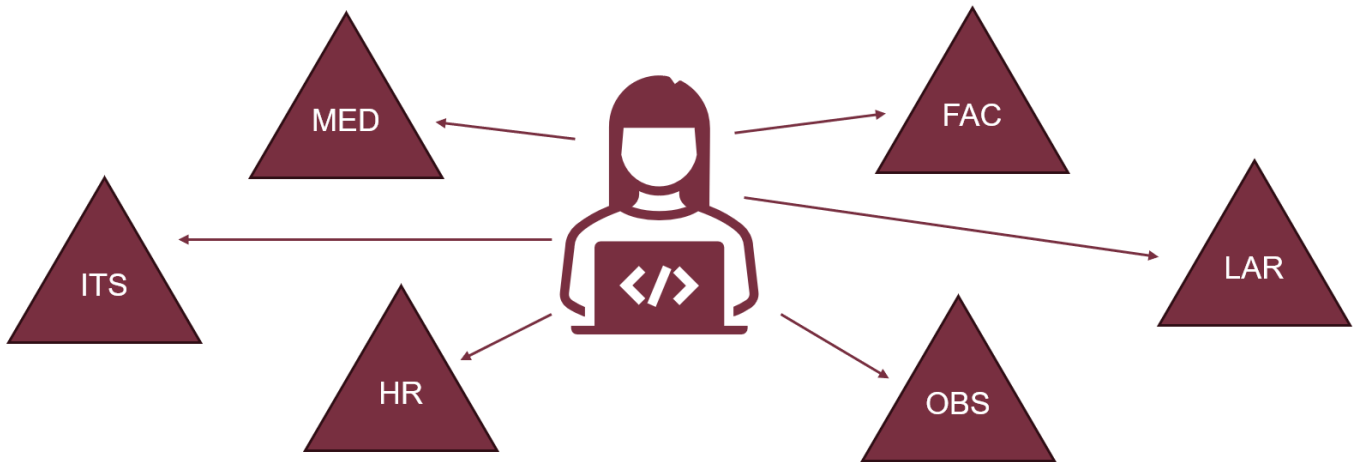
Directs expense allocation via charge distribution (department, fund, project, chartfields) and the purchasing category code tied to the expense account.



Purpose of the Auxiliary PO

Reserves (**encumbers**) funds for purchases, ensuring accurate available balance in departmental budgets.

Note: Auxiliary POs are not a spending restriction - expenses can exceed encumbrance amount.



Since the auxiliary PO is required for selling auxiliaries to bill internal departments at the university, it is important to capture the auxiliary PO and auxiliary PO line on any intake or order forms requesting services. This ensures the buying department informs the intake manager of the selling auxiliary which auxiliary PO to charge.

Validating Internal Purchase Orders



The primary tool for reviewing auxiliary PO information is OMNI FI query **FSU_AUX_PO_DTL**. Selling auxiliaries should refer to the department ID of the auxiliary PO to know who to reach out to in the buying department for any questions or assistance. In addition, auxiliary POs must be dispatched and valid to be billed through the auxiliary bill cycle process.

Pending Charges

A pending charge is an outstanding charge that cannot be billed to a buying department because no valid auxiliary PO has been provided. Selling auxiliaries can complete the **Auxiliary Billing Pending Charge Template** located on the Controller's Office Forms page at controller.vpfa.fsu.edu/forms under Auxiliary Services Forms > Forms for Selling Auxiliaries to submit pending charges to Auxiliary Services for assistance. Auxiliary Services will work with both departments to resolve the matter.

BTUIB1 – Understanding Internal Billing

The Controller's Office offers a training course, Understanding Internal Billing (BTUIB1), that targets users from buying departments who order goods or services from selling auxiliaries.

- Participants will gain an understanding of auxiliary billing processes for internal customers from the perspective of the buying department.
- Topics covered range from how to create auxiliary purchase orders to researching invoice and payment data via queries and reports.
- The course is primarily geared towards PO requesters, budget managers, and staff responsible for processing financial transactions.

Auxiliary Customers

Auxiliary customers in OMNI Financials are maintained by Auxiliary Services, and requests to add, change or update an auxiliary customer should be submitted to them. For **Auxiliary Customer Add/Update Form** instructions, refer to the subsection titled [Creating/Updating Auxiliary Customers](#).

Customer Groups & Purpose

In auxiliary billing, a customer is the party responsible for payment and the point of contact for billing and collection. **All customer contacts must have an email address** to receive invoices, statements, and other collection notices sent via the system.

Customer Groups:

Customers are assigned to one of three groups in OMNI FI: internal customers, external customers and component unit customers. Please see the list of characteristics for each below:

- **Internal customers** are FSU departments, including sponsored and FSU Foundation projects.
 - Auxiliary purchase order **is required to ensure payment**
 - Payment is processed through the auxiliary bill cycle each month
 - Contact: Budget Manager of buying department - this is a default within OMNI FI
 - Information on file: One address, one contact (Budget Manager)
- **External customers** are businesses or entities outside of FSU.
 - Purchase orders are not required for billing; however, they are often required by organizations to ensure payment, particularly if the auxiliary customer is another university or government entity
 - Contact: Accounts Payable for the customer
 - Information on file: Multiple addresses and contacts are allowed
- **Component units** are direct support organizations of the university, who operate independent of the university and have separate bank accounts.
 - Purchase orders are not required
 - Contact: Accounts Payable for the customer
 - Information on file: Multiple addresses and contacts allowed

Auxiliary Customer Queries

Departments should refer to the following queries in OMNI FI for information on auxiliary customers:

- **FSU_CTRL_AUX_CUST** – Lists auxiliary customers established in OMNI Financials that selling auxiliaries can invoice.
- **FSU_AUX_CUST_HIST** – Provides detailed auxiliary customer account activity, such as invoices, credits and payments.
- **FSU_CTRL_AUX_PAYMENT** – Provides a list of accounts receivable invoice payments processed for auxiliary customers.

Creating/Updating Auxiliary Customers

All customers are maintained by Auxiliary Services. Requests to add a new external auxiliary customer or update an existing external auxiliary customer in OMNI FI must be submitted using the **Auxiliary Customer Add/Update Form** located on the Controller's Office Forms page at <https://controller.vpfa.fsu.edu/forms> under Auxiliary Services Forms > Forms for Selling Auxiliaries.

Below are step-by-step instructions for completing the online form:

1. Locate the online form as shown below.

Asset Management Forms

Auxiliary Services Forms

FORMS FOR BUYING DEPARTMENTS

Form Name	Description	Link
Auxiliary Purchase Order Change Form	This form is used to add or update an auxiliary purchase order in OMNI Financials. Refer to form instructions for assistance in completing the form. Vendors with an "AUX" prefix are auxiliary vendors. Auxiliary Purchase Order Change Forms should be submitted to CTL-AuxiliaryAccounting@fsu.edu for processing.	Form

FORMS FOR SELLING AUXILIARIES

Form Name	Description	Link
Auxiliary Billing Customer Add/Update Form	This form is used to add or update an auxiliary customer in OMNI Financials. Click the form link to complete the online form, which will be electronically submitted to Auxiliary Services for processing.	Form
Auxiliary Billing Reconciliation Template	This workbook is a template for selling auxiliaries to reconcile their billable data in OMNI Financials with their sales records.	Form
Auxiliary Billing Upload Template	This workbook is a template for selling auxiliaries to upload their billable data to OMNI Financials.	Form
Auxiliary Pending Charge Template	This workbook is a template for selling auxiliaries to submit pending charges to Auxiliary Services for assistance. A pending charge is an outstanding charge that cannot be billed to a buying department because no valid auxiliary purchase order has been provided. Auxiliary Services will work with both departments to resolve the matter.	Form

2. Under **Basic Customer Information**, select the reason for adding the customer. Both Auxiliary Services and Contracts in Procurement Services use the form. Selling auxiliaries should choose **Auxiliary Billing** for any requests specific to billing auxiliary customers and select "Next". *Note: All required fields will appear with a red asterix.*
3. Complete the **Basic Customer Information (Auxiliary)** section and select "Next":
 - a. Select "Yes" or "No" when asked if it is a change to an existing customer. *Note: Make sure to select "Yes" for changes to an auxiliary customer to add or change a contact record.*
 - b. Enter the Customer's legal name
 - c. Include any other names used by the customer. *All new external customers are screened through Visual Compliance, so this information can be helpful.*
 - d. Enter the **Customer Type**, **Tax/Employer Identification Number** and whether the organization is **exempt from sales tax** and select "Next". For assistance in classifying the **Customer Type**, see the chart below:

External Customer Type	Description
Commercial	External business enterprise not operated by government
Consumer	Individual consumer, not a business, government, or university
Federal Govt	Federal government agency, branch, department, etc.
State Govt	State government agency, branch, department, public school, etc. (any US state, not just FL)
Local Govt	City or county government agency, branch, department, etc.
Non-FSU University	A university other than Florida State University.
Non-Profit Org, Non Govt	501(c) public charity, private foundation, service organization, society, church, museum, etc. (Must provide proof of non-profit status)
Faculty/Staff	Individual consumer employed by FSU
Student	Individual consumer enrolled in FSU seeking education
Registered Student Org.	Student-led, university-approved groups organized around shared interests, identities, academic pursuits, or social causes.

4. Complete the **Customer Address Information (Auxiliary)** section and select "Next".
5. Complete the **Customer Contact Information (Auxiliary)** section and select "Next".
6. Complete the **FSU Department Contact Information (Auxiliary)** section and select "Next".
7. Complete the **Notes** section including any relevant information concerning the nature of your business relationship with the auxiliary customer or anticipated billing and select "Submit".

The online form is automatically submitted to Auxiliary Services, and a member of the team will follow up through email once the request has been processed.

Auxiliary Accounts Receivable & Collections

Auxiliary Services is responsible for performing auxiliary accounts receivable collection efforts. This section provides information on accounts receivable and collections for auxiliary customers in OMNI Financials (FI).

Centralized Remittance

Auxiliary customers should remit physical payments directly to the address shown on the invoice: Florida State University Auxiliary Accounts Receivable, P.O. Box 3062397, Tallahassee, FL 32306-2397. Payments can also be placed in the 24-hour drop box located outside the Office of Student Finance (A1500 University Center). Include a copy of the invoice or reference the invoice number beginning with "AUX" on the remittance advice.

ACH or Wire Payments:

Customers who wish to remit payment electronically (ACH or Wire) to the university should contact the Cash Management & Banking team by emailing ctl-customerpmt@fsu.edu.

Credit Card Payments:

Credit card payments can only be made online and cannot be taken over the phone. To make payment via credit card, customers should visit the [Auxiliary Services eMarket](#) site.

Service fees for domestic and international charges will be assessed to the cardholder.

Accessing Auxiliary Customer Accounts Receivable Records in OMNI FI

There are two ways departments can access auxiliary customer accounts receivable information in OMNI FI, queries and collections workbench.

Queries:

- **FSU_AUX_AGING_BY_DPT_ASOFDT** – Provides a list of outstanding receivables for auxiliary customers.
- **FSU_AUX_CUST_HIST** – Provides detailed auxiliary customer account activity, such as invoices, credits and payments. There are various entry types you may encounter using the auxiliary customer history query, which include: AXPY = Payments, AXIN = Invoices, AXCR = Credit invoices and AXMT = Maintenance performed by the Controller's Office.

Collections Workbench:

Collections Workbench is an intuitive way to review everything related to an auxiliary customer on their customer record within the accounts receivable module. To access Collections Workbench, navigate to OMNI FI > Auxiliary AR & Billing > Accounts Receivable > Collections Workbench.

On Account Payments

Payments received for auxiliary customers that are not a 1:1 match are posted "On Account" while Auxiliary Services researches the situation. These types of instances typically occur when the amount paid by the auxiliary customer differs from the amount owed on the invoice or when a payment was received for an auxiliary customer for which there is no outstanding item open on the account. Auxiliary Services will reach out to the selling auxiliary and/or the customer to obtain additional details to resolve the unapplied payment, which could result in an adjusted invoice or issuing a refund. On Account payments do not impact the selling auxiliary's ledger until they are applied to an invoice.

AR Deposit vs. Departmental Deposit

AR Deposit

- Payment is for an OMNI FI invoice
- Send to Controller's Office Auxiliary Services PO Box or Secure drop box (Student Finance, A1500 University Center)
- No Form Needed
- ARP / ARM Journals
- **FSU_CTRL_AUX_PAYMENT**

Departmental Deposit

- Payment is NOT for an OMNI FI invoice
- Send to Controller's Office Auxiliary Services PO Box or Secure drop box (Student Finance, A1500 University Center)
- Departmental Deposit Form
- ARD Journals
- **FSU_DPT_DIRECT_JRNL_DEPOSIT**

Statements & Dunning

Auxiliary Services sends customer statements around the first of each month via email from ctl-auxiliaryaccounting@fsu.edu to the primary contact listed in OMNI FI. Dunning, the team's ongoing effort to communicate with customers and collect outstanding receivables is also performed by Auxiliary Services throughout the month.

Sample Auxiliary Customer Statement:



STATEMENT

Truist Financial Corporation
214 N. Tryon St.
Charlotte, NC 28202
United States

Statement Number: 464
Statement Date: 07/01/2024
Customer ID: AUX1001257
Send payment to: Auxiliary Accounts Receivable
P.O. Box 3062397
Tallahassee, FL 32306-2397
United States

For EFT payments,
send remittance to: CTL-EFT@fsu.edu

On Account payments are payments received without an invoice

Due date	Item ID	Descr	Amount Due	Activity	Billing Area	Payment
04/27/2024	AUX00166279	Invoice	163.00	163.00	ITS-Information Technology	
06/21/2024	OA-1887	On Accou	-5,344.06	-5,344.06	Auxiliary Accounting	IA101122958453
07/20/2024	AUX00173556	Invoice	163.00	163.00	ITS-Information Technology	
TOTAL AMOUNT DUE:			-5,018.06			

The billing area (Bill Source) is shown here

	Future	0 - 30	31 - 60	61 - 90	Over 90	Total
No. of Items	1	1	0	1	0	3
Amount	163.00	-5,344.06	0.00	163.00	0.00	-5,018.06