OMNI AR/Billing: Handling Payments

Detailed Business Process Guides – APMT 1

Handling Payments after Go-Live

Use this guide to understand how to handle checks and understand payments after the transition to a centralized remittance address.

Centralized Remittance

To facilitate streamlined processing of payments as we bring additional auxiliaries on board, the remit-to address for invoicing and customer statements is being updated to a central P.O. Box located within the Controller's Office. This means customers will be directed to submit their checks directly to the Controller's Office, removing the need for accounting staff to log, scan, and deliver checks to Student Business Services.

The centralized remit-to address is:

Controller's Office Auxiliary Accounts Receivable
P.O. Box 3062397
282 Champions Way
Tallahassee, FL 32306-2397

Important Considerations

Beginning with your first invoice run after your go-live date, invoices you send to external customers indicate the new address.

Before your go-live date, when you receive checks from a customer to the remittance address you previously provided on your invoices, ***continue to process using your existing process.***

Beginning with your go-live date:

- Auxiliary Accounting staff will receive checks at the PO Box listed above. They will log, image, endorse, and deposit the checks into the bank. This will occur daily.
- If you receive a check from a customer to the old remittance address after your go-live date please deliver securely as described in the Cash Handling Guidelines to the Auxiliary Accounting locked dropbox located in room A3606 in the Controller's Office 6th floor suite. Please encourage customers to submit their payments via EFT whenever possible. To be set up as an EFT customer, they should reach out to Treasury Management by emailing CTL-EFT@fsu.edu.
- When customers pay by EFT, they should send electronic remittance advice (including a copy of the invoice) to CTL-EFT@fsu.edu so that we know how to apply the payment.
- When customers pay by credit card, fill out the Departmental Deposit Form, attaching supporting documentation (receipts and batch report) and email to ctl-auxiliaryaccounting@fsu.edu so that we know how to apply the payment.

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- When customers pay with cash, fill out the Departmental Deposit Form, attaching supporting documentation and securely walk over the cash to the Controller's Office 6th floor suite. The cash will be transferred from the deliverer to Scot Hauser, the Accounting Associate for Auxiliary Accounting. Jackie Thomas Walker, the Program Associate located in the receptionist's area of the Controller's Office 6th floor suite, will need to be present to count the transfer of cash for internal control.
- For expense reimbursements, fill out the Departmental Deposit Form, attaching supporting documentation (receipts) and email to ctl-auxiliaryaccounting@fsu.edu

Understanding Items Placed "On Account"

If a payment is received without a clear relationship to an outstanding item (e.g., the customer did not refer to an invoice, an invoice number is invalid, or the amount paid and the amount owed differs), Auxiliary Accounting staff will place the payment "On Account." This means that the payment will appear as paid when we look up the customer's account, but it will not offset a corresponding accounts receivable item.

When items are placed on account, there is an increase to cash and an offset to a corresponding AR account in a clearing account within the Controller's Office. These entries do not affect the selling auxiliary's ledger until the "On Account" item is associated with an invoice. When this association is made, then the accounting entries created when the item was placed on account are reversed and the expected increase to cash and decrease to AR occurs within the appropriate selling department ID/fund.

Each week, Auxiliary Accounting staff will email selling auxiliaries with a list of outstanding items placed on account. An explanation of the action that will be taken if no response is received is included (if any). Selling auxiliary staff should be prepared to respond to this email timely to ensure that they receive their cash in a timely manner. To review items placed on account with your selling auxiliary, use query FSU_CTRL_AUX_OPEN_ON_ACCT_ITEM.

Viewing Payment Attachments

Auxiliary Accounting staff uploads images of checks along with all associated remittance detail as a part of the payment entry process at the time of deposit. **Role FSU_AUX_AR_RECON must be requested through e-ORR before viewing payment attachments.**

To view this information in OMNI, please follow the below instructions:

1) Navigate to: OMNI > Financials > Main Menu > Accounts Receivable > Payments > Review Payments > All Payments

2) On the "All Payments" search page:

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a. Ensure Deposit Unit is AUX01
b. Enter sufficient information to find the appropriate payment, such as Payment ID or date range.
c. Select "Search."

All Payments

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Deposit Unit:	= ▼	AUX01 🔍
Deposit ID:	begins with ▼	🔍
Payment ID:	begins with ▼	26366277
User ID:	begins with ▼	
Assigned Operator ID:	begins with ▼	
Payment Status:	= ▼	▼
Accounting Date:	= ▼	📅
Entered Date:	= ▼	📅
Payment Type:	= ▼	▼
Payment Predictor		☐

☐ Case Sensitive

Search   Clear   Basic Search 📑 Save Search Criteria

3) The payment detail will appear. Click the "Attachments" link near the middle of the page to view attachments.

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4) On the Payment Worksheet Attachments page, select the attachment to be reviewed.
   a. Ensure your browser's pop-up blocker is disabled as the PDF will appear in a new tab.

5) Review the attachment.

For More Information

For more information regarding understanding AR activity, including payment activity, please see the appropriate Business Process Guides for Accounts Receivable (AAR1-4).

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