

OMNI AR/Billing: Understanding Accounts Receivable

Detailed Business Process Guides – AAR1 through AAR4

Review AR Activity (AAR1)

This guide shows you how to review past AR activity by customer by two methods:

1. Collections Workbench
2. Query


Review AR Activity using the Collections Workbench

Main Menu > Accounts Receivable > Collections Workbench

1. Navigate to: Main Menu > Accounts Receivable > Collections Workbench
 - a. SETID: AUXSH (should default)
 - b. Unit: AUX01 (should default)
 - c. Customer: use the search box to search for the desired customer
 - d. You can narrow these search results by searching by contract, billing specialist, or billing authority.
 - e. When ready, select "Search."

2. You will see information under the "Customer Details" tab, including the outstanding balance, past due amount, and last payment amount/date.
 - a. (Note: in this example, the customer has no payment history or past due amounts).

Customer Details



Bill To Address 1 MC4112	Balance 3,256.53	Primary Contact 
Bill To City	Past Due 0.00	Contact Title
Bill To State	Credit Limit 0.00	Contact Phone
Last Payment Date	Risk Score	Contact Email
Last Payment Amount 0.00	Broken Promises 0	Last Statement Date

3. Click on the tabs at the bottom of the page to see more information, including payment history, item history, correspondence history (this includes invoicing/dunning/statement activity), aging, and contracts associated with the customer.
 - a. Payments:



Credit Profile **Payments** Items Conversations Correspondence Aging Customer Hierarchy Contracts



On Account 0.000 Prepayments 0.00 Credit Memos 0.00

Filter Payment ☒ Payments in Process ☐ Unapplied Payments ☐ Drafts ☐ Direct Debits

Outstanding Payments  Personalize Find View All  First 1 of 1 Last

Deposit Unit	Customer	Deposit ID	Payment Method	Status	Accounting Date	Entered Date	Payment Amount	Currency	Base Amount	Base Currency	Bank Account #	External Bank ID	Assigned
Totals													
Total Payments 0							Amount 0.000						

From Date 07/05/2016  To Date 07/05/2016  ← You can narrow the payment history by date range here.

Complete Payments  Personalize Find View All  First 1 of 1 Last

More Info	Deposit Unit	Deposit ID	Customer	Payment Sequence	Payment ID	Payment Method	Accounting Date	Payment Amount	Payment Currency	Base Amount	Currency Code
Totals											
Payment Count 0				Total 0.000							

- b. Items:
- Search by status, filter, and see details for each item in the customer's history as desired:

Search Result Totals

	Seq Nbr	Debits	Credits	Total	Selected
Debit Amount	1	3,256.53			
Credit Amount					
Total Amount	1	3,256.53			

- c. View and add conversations:

i. Note: Review procedures/guidelines separate training guide on Customer Conversations (ACUST3) before entering a customer conversation.

Credit Profile	Payments	Items	Conversations	Correspondence	Aging	Customer Hierarchy	Contracts															
Filter Conversations		Add Conversation		Update Contacts		Promises Inquiry		Conversations Report														
Conversations														Personalize		Find	View All			First	1 of 1	Last
Detail 1		Detail 2																				
More Info	Unit	Cust ID	Created By	Description	Conversation Date	Status	Number of Entries	Attachments	Subject	Subject Topic	Amount Referenced	Promise Date	Promise Status	Promise Amount								
	AUX01	AUX1001257	CRAYNE	Late Pmt Invoice AUX000555555	07/01/2016	Open	1	N				08/01/2016	Open	50,000.00								

- ii. Click on the "More Info" link to see full details of the conversation.

The screenshot shows the 'Conversations' tab selected in the top navigation bar. Below the navigation bar, there are links for 'Filter Conversations', 'Add Conversation', and 'Update'. The main section is titled 'Conversations' with a help icon. It contains two sub-tabs: 'Detail 1' and 'Detail 2'. Below these is a table with columns: 'More Info', 'Unit', 'Cust ID', 'Created By', and 'Description'. The first row of data is highlighted in yellow and contains the following information: 'More Info' (with a circled icon), 'Unit' (AUX01), 'Cust ID' (AUX1001257), 'Created By' (CRAYNE), and 'Description' (Late AUX0).

- d. Review Statement and Dunning history on the Correspondence tab:

The screenshot shows the 'Correspondence' tab selected in the top navigation bar. The main section is divided into two panels: 'Statement History' and 'Dunning History'. In the 'Statement History' panel, the 'Statement Number' and 'Statement Date' fields are circled in red. In the 'Dunning History' panel, the 'Dunning Number' and 'Dunning Date' fields are circled in red. Below these panels are two tables: 'Statements' and 'Letters'. The 'Statements' table has columns: 'More Info', 'Statement Number', 'Statement Date', 'Amount', and 'Currency'. The 'Letters' table has columns: 'More Info', 'Dunning Number', 'Dunning Date', 'Amount', and 'Currency'. Both tables show a single row of data with a value of 0.000 in the 'Amount' column.

- e. Review Aging:

The screenshot shows the 'Aging' tab selected in the top navigation bar. The main section is titled 'Customer Balances' with a help icon. It contains a table with columns: 'Aged Date', 'New Balance', 'Hi Balance', 'Hi Past Due', 'Balance Date', and 'Past Due Date'. The first row of data is highlighted in yellow and contains the following information: 'Aged Date' (06/15/2016), 'New Balance' (3,256.53), 'Hi Balance' (0.00), 'Hi Past Due' (0.00), 'Balance Date' (06/15/2016), and 'Past Due Date' (0.00). Below this table is a section titled 'Customer Aging' with a help icon. It contains a table with columns: 'Aging Category', 'Aging ID', 'Aging Amount', 'Currency', and 'Aging Count'. The first row of data is highlighted in yellow and contains the following information: 'Aging Category' (0.000), 'Aging ID' (0.000), 'Aging Amount' (0.000), 'Currency' (0.000), and 'Aging Count' (0.000).

- f. Review Contracts tab to view outstanding balance and other information by contract:

Contract	Balance Count	Balance	Past Due Count	Past Due	Currency	Contracts Business Unit	Contract Type	Billing Specialist	Billing Authority
AUX0000019	1	3,256.53	0	0.00	USD	AUX01	AUXILIARY		
Totals									
	Balance Count 1	Balance 3,256.53	Past Due Count 0	Past Due 0.00					

Review AR Activity using Queries

AR activity may be reviewed using the queries listed below.

Note: query list is as of March 2019 and is subject to change over time.

Query Name	Description
FSU_AUX_AGING_BY_DPT_ASOFDATE***	Aging Report in Query form, prompted by As of Date
FSU_CTRL_AUX_OPEN_ON_ACCT_ITEM	Payments placed on account that have not yet been associated with the item/invoice.
FSU_CTRL_AUX_OMNI_DEPOSIT_LU	Find deposit/payments by date (external customers)

The most relevant query for most inquiries is FSU_AUX_AGING_BY_DPT_ASOFDT. To run this query, see the below screenshot.

FSU_AUX_AGING_BY_DPT_ASOFDT - Aging Query Ext Aux Invoices

As of Date: 7/30/2017

Selling Department like (%): 014000

Purch Customer ID like (%): %

Item ID like (%): %

Cust Name 1 w %: %

Cust Name 2 w %: %

View Results

Customer Customer Name 1 Short Name Customer Name 2 Item

Enter the desired "As Of" date or today's date

Enter the department you are inquiring about

These fields may be wildcarded (%) or if you are looking for a specific value, you may enter it here

Request AR Update (AAR2)

Billing Specialists/Contract Specialists do not have security to update AR on a customer account.

In general, changes to customer accounts are more appropriately categorized sales activities and should be billed through the Contracts or Billing module. This includes interest charges your auxiliary chooses to assess due to late payment (as of July 2016, the University does not assess late payments categorically; the auxiliary must assess these charges based upon their own business processes, contract language, etc).

There are some exceptions, such as:

- Charges for checks returned due to insufficient funds (NSF)
- Placing an item in collections (must comply with [FSU policy on collections](#))
- Writeoffs (only after appropriate authority has approved the writeoff per [FSU policy on writeoffs](#))

If you have questions about whether an activity is a sales activity or is appropriate for entry in the AR module, please contact: ctl-auxiliaryaccounting@fsu.edu.

AR vs. Billing: How to Address an Issue?

Billing	AR
<ul style="list-style-type: none">• Billing Errors<ul style="list-style-type: none">• Charged the wrong customer• Charged the wrong amount• Shouldn't have charged at all• Double charged• Sales Activities<ul style="list-style-type: none">• Discounts and promotions	<ul style="list-style-type: none">• Official, approved write offs• Double-recording of items in AR<ul style="list-style-type: none">• Duplicated open AR entry• double-recorded payment• Recording disputed balances
<ul style="list-style-type: none">• Let under/overpayments resolve themselves through Statements and communication with customer, not billing adjustments• Always coordinate with Auxiliary Accounting when the question centers on payment or AR balance inquiry.• Refunds are reserved for overdue credits where no future activity is expected.	

How to Request an Update to Customer AR

To request updates to customer AR, please contact: ctl-auxiliaryaccounting@fsu.edu and include the following information:

- Customer's OMNI ID
- Type of request
- Amount of request
- Reason for request

- Associated item (invoice) number
- Approval from supervisor (via email chain)

Once your request is received, it will be reviewed by the AR Specialist and the AR Manager in the Controller's Office Auxiliary Accounting area. If it is approved and/or if there are questions, the person sending the request will be notified via email.

Review Aging Report (AAR3)

There are multiple ways to review aging information.

Review Aging by Collections Workbench or Query

- 1) By Customer:
 - a. Use [Collections Workbench](#), as described above. Using Collections Workbench, you can narrow the results down to bill source, billing specialist, contract, etc. to retrieve results specific to your inquiry.
- 2) By Revenue Department: ****most useful****
 - a. Review query FSU_AUX_AGING_BY_DPT_ASOFTD. Enter the desired "as of" date or today's date. Next, enter your revenue department and fund code, or use % signs to return all results.
 - b. Review results and download to Excel:

FSU_AUX_AGING_BY_DPT_ASOFTD - Aging Query Ext Aux Invoices

As of Date: 10/01/2017

Selling Department like (%): 014000

Purch Customer ID like (%): %

Item ID like (%): %

Cust Name 1 w %: %

Cust Name 2 w %: %

[View Results](#)

Download results in: [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (1 kb)

View All

Customer	Customer Name 1	Short Name	Customer Name 2	Cust Group	Item ID	Bill (Item) Source	Contract Number	Item Acctg Date	Item Due Dt	Dept	Fund	Project	Account	ChartField 1	ChartField 2	ChartField 3	Orig Item Total	Current Item Totals by Dept	AR Aging Status
1 AUX1001236	Follett	Follett1		EXTERNAL	AUX00006082	AUX010		02/24/2017	03/26/2017	014000	320		151300				261574.480	0.010	90+ Days
2 AUX1001236	Follett	Follett1		EXTERNAL	AUX00011363	AUX010		05/31/2017	06/30/2017	014000	320		151300				328.860	328.860	90+ Days

- c. Use Pivot Table to format data into desired format, such as the below:

Aging Report: Dining Services						
9/22/2016						
Balance	CATEGORY IT					
Name	Invoice	1-30	31-60	61-90	90+	Grand Total
Follett	016000/014000				\$ 339.72	\$ 339.72
	06/30/2016 BOOK			\$ 90,796.89		\$ 90,796.89
	6/16		\$ 159,072.63			\$ 159,072.63
	6/30/2016 ALUMNI		\$ 384.77			\$ 384.77
	6/30/2016 CIVIC			\$ 42.21		\$ 42.21
	6/30/2016 SPORTS		\$ 5,929.45			\$ 5,929.45
	AUX00000433	\$ 385,870.00				\$ 385,870.00
Follett Total		\$ 385,870.00	\$ 165,386.85	\$ 90,839.10	\$ 339.72	\$ 642,435.67
Grand Total		\$ 385,870.00	\$ 165,386.85	\$ 90,839.10	\$ 339.72	\$ 642,435.67

PivotTable Fields

Choose fields to add to report:

☐ Customer
☒ Name
☐ Name 2
☒ Invoice
☒ Item Balance
☐ Due
☐ Days Late
☐ Terms
☐ Contract
☐ Name2
☐ Dept
☐ Fund
☐ Account
☐ ChartField 1

Drag fields between areas below:

FILTERS

COLUMNS

CATEGORY

ROWS

Name

Invoice

VALUES

Balance

☐ Defer Layout Update

UPDATE

Review Aging by OBI Aging Report
Not yet developed. Not expected in FY2017.

Understanding Statements (AAR4)

Auxiliary Accounting generates and sends statements on a monthly basis to all external and component unit customers.

What is sent to customers?

Customers are sent a PDF statement generated from OMNI along with any additional information useful in helping them interpret the statement. Statements include charge and payment activity as well as information regarding how to remit payment.

Who receives this information?

Statements are sent to any external or component unit customer with an open balance. Internal customers do not receive statements.

Statements are submitted to the official contact(s) on record in OMNI, and are sent electronically via email from ctl-auxiliaryaccounting@fsu.edu when an email exists on the customer contact. Statements are sent by mail to the primary address when an email address does not exist (this is by exception only).

When will this information be sent to customers?

Our schedule for submitting statements is on or about the first day of each month on an ongoing basis.

Where can selling auxiliary staff review customer statement information?

To review statements sent to customers, use one of the following methods:

- 1) To view all statements sent on a specific date:
 - a. Navigate to *Accounts Receivable > Customer Interactions > Statements > Review Statements*. Enter the appropriate Statement Date in the field and review results.

Review Statements

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

[Find an Existing Value](#)

Search Criteria

SetID: [dropdown] ALXSH [magnifying glass icon]

Correspondence Customer: begins with [dropdown] [text input] [magnifying glass icon]

Statement Number: [dropdown] [text input] [magnifying glass icon]

Statement Date: [dropdown] 10/31/2016 [magnifying glass icon]

Search **Clear** **Basic Search** **Save Search Criteria**

Search Results

View All First 1-50 of 50 Last

SetID	Correspondence Customer	Statement Number	Statement Date
ALXSH ALX1001156		1	10/31/2016
ALXSH ALX1001156		2	10/31/2016
ALXSH ALX1001159		1	10/31/2016
ALXSH ALX1001159		2	10/31/2016

- 2) To view statement information sent to a specific customer:
 - a. Navigate to *Collections Workbench* and select the customer. Click the "Search" button.
 - b. Select the "Correspondence" tab under Customer Details.
 - c. You will see a box titled "Statement History." You can then see the Statement information there.
 - d. Click on the "More Info" icon to review information that appeared on the statements.
 - e. You can also review the PDF on this page by clicking the "Statement Image" link (see screenshots below and ensure pop-up blocker is disabled). The PDF statement will appear in a new tab in your browser.

Favorites ▾ Main Menu ▾ Accounts Receivable ▾ Collections Workbench

Collections Workbench

SetID **AUXSH** Unit **AUX01** Customer **AUX1001277** **MAKO Consulting Solution LLC** Level **No Relationship**

Contract Contract Line Contract Type
 Billing Specialist Billing Authority Reference Award Number

Search Display Currency **USD** Add Conversation Personalize Content

▶ Action List

▼ Customer Details



Bill To Address **1 300 S Duval Street** Balance **235.44** Primary Contact **Matthew Makowski**
 Bill To City **Tallahassee** Past Due **235.44** Contact Title
 Bill To State **FL** Credit Limit **0.00** Contact Phone
 Last Payment Date **09/29/2016** Risk Score Contact Email
 Last Payment Amount **235.44** Broken Promises **0** Last Statement Date **10/31/2016**

Credit Profile Payments Items Conversations **Correspondence** Aging Customer Hierarchy Contracts

Statement History Dunning History


Statement Number Search
 Statement Date **10/31/2016**

Statements Personalize Find View All First 1-2 of 2 Last

More Info	Statement Number	Statement Date	Amount	Currency
	2	10/31/2016	235.44	USD
	1	10/31/2016	235.44	USD

Dunning Number Search
 Dunning Date

Letters Personalize Find View All First 1 of 1 Last

























More Info	Dunning Number	Dunning Date	Amount	Currency
			0.000	

Credit Profile Payments Items Conversations **Correspondence** Aging Customer Hierarchy Contracts

Statement History

Statement Number 41 Search
 Statement Date **12/01/2016**

Statements Personalize Find View All First 1-8 of 17 Last

More Info	Statement Number	Statement Date	Amount	Currency	Statement Image	Email
	41	12/01/2016	595,483.11	USD		
	40	12/01/2016	595,483.11	USD		
	42	12/01/2016	595,483.11	USD		
	39	11/28/2016	595,483.11	USD		
	37	11/28/2016	595,483.11	USD		
	35	11/28/2016	595,483.11	USD		
	34	11/28/2016	595,483.11	USD		
	32	11/28/2016	595,483.11	USD		

FLORIDA STATE
UNIVERSITY

Donald L. Tucker Center
505 W Pensacola St
Tallahassee, FL 32301
United States

STATEMENT

Statement Number: 66
Statement Date: 10/02/2017
Customer ID: AUX1001232
Send payment to: Auxiliary Ac
P.O. Box 3000
2200 CHAMPIONS
Tallahassee, FL 32301
United States
For EFT/ACH: CTL-EFT@fsu.edu

On Account
payments are
payments received
without an invoice

Due date	Item ID	Descr	Amount Due	Activity	Billing Area	Payment
08/16/2017	OA-199	On Accou	-882.00	-882.00	Auxiliary Accounting	6096
10/19/2017	AUX00015810	Invoice	65.80	65.80	OBS-Postal Services	
10/25/2017	AUX00016431	Invoice	450.00	450.00	OBS-Copier Services	
10/25/2017	AUX00016484	Invoice	3,232.17	3,232.17	ITS-Information Technology	

The billing area
(Bill Source) is
shown here

TOTAL AMOUNT DUE: 2,865.97

	Future	0 - 30	31 - 60	61 - 90	Over 90	Total
No. of Items	3	0	1	0	0	4
Amount	3,747.97	0.00	-882.00	0.00	0.00	2,865.97

Please include a copy of the invoice and/or this statement with payment. If you have any questions about your account, please contact FSU Auxiliary Accounting at (850) 644-1824 or CTL-auxiliaryaccounting@fsu.edu.

END