

OMNI AR/Billing: Understanding Accounts Receivable

Detailed Business Process Guides - AAR1 through AAR4

Review AR Activity (AAR1)

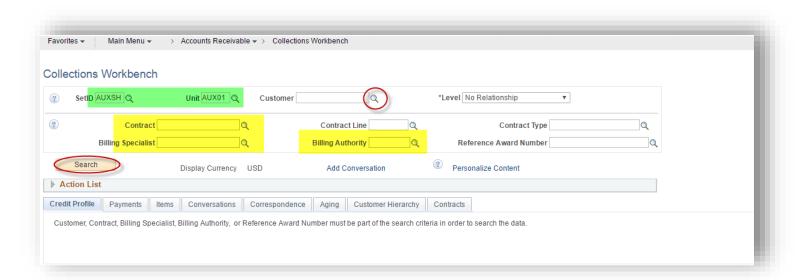
This guide shows you how to review past AR activity by customer by two methods:

- 1. Collections Workbench
- 2. Query

Review AR Activity using the Collections Workbench

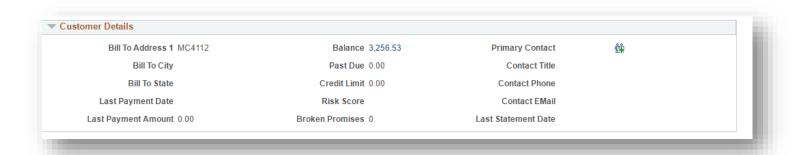
Main Menu > Accounts Receivable > Collections Workbench

- 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."

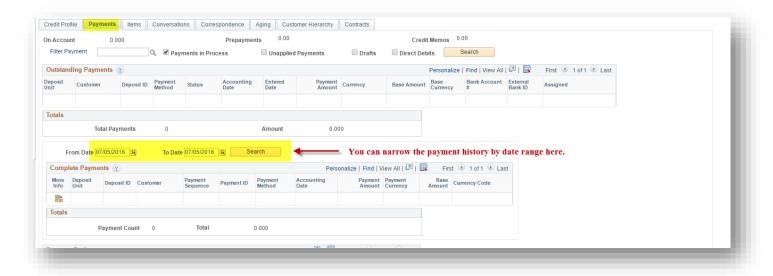


- 2. You will see information under the "Customer Details" tab, including the outstanding balance, past due amount, and last payment amount/date.
 - a. (Note: in this example, the customer has no payment history or past due amounts).





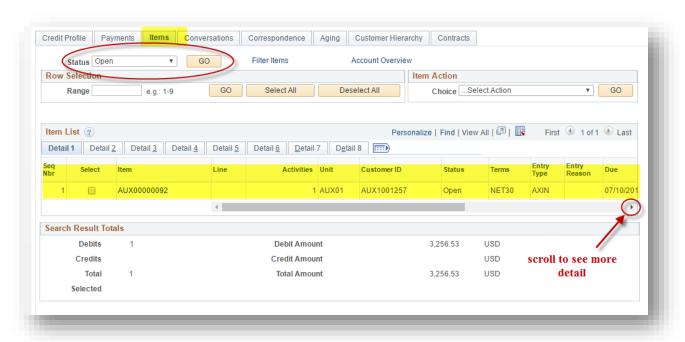
- 3. Click on the tabs at the bottom of the page to see more information, including payment history, item history, correspondence history (this includes invoicing/dunning/statement activity), aging, and contracts associated with the customer.
 - a. Payments:





b. Items:

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

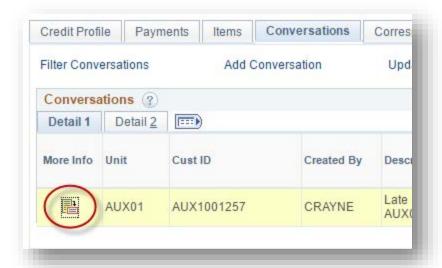


- c. View and add conversations:
 - Note: Review procedures/guidelines separate training guide on Customer Conversations (ACUST3) before entering a customer conversation.

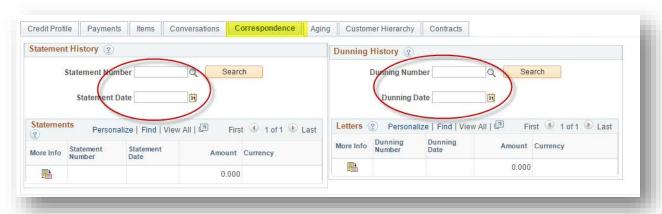




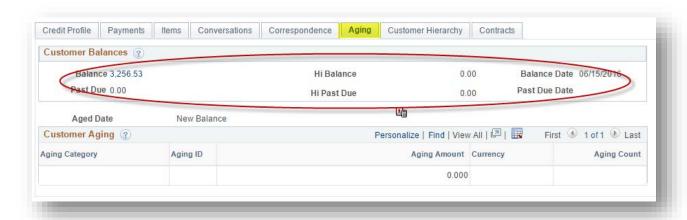
ii. Click on the "More Info" link to see full details of the conversation.



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



e. Review Aging:





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



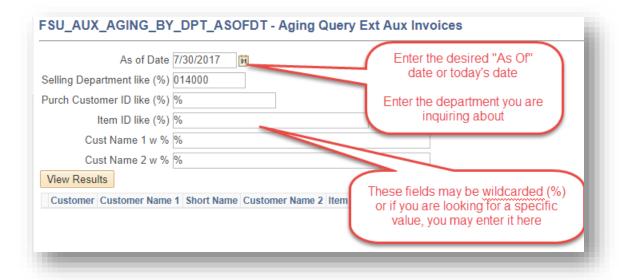
Review AR Activity using Queries

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.





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 <u>FSU policy on collections</u>)
- Writeoffs (only after appropriate authority has approved the writeoff per <u>FSU policy on</u> 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

- Billing Errors
 - · Charged the wrong customer
 - Charged the wrong amount
 - · Shouldn't have charged at all
- Double charged
- Sales Activities
 - Discounts and promotions

AR

- Official, approved write offs
- Double-recording of items in AR
 - · Duplicated open AR entry
 - · double-recorded payment
- · Recording disputed balances
- 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

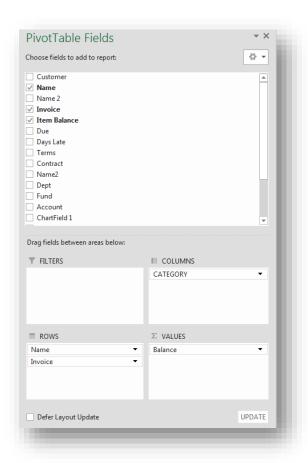
- 1) By Customer:
 - a. Use <u>Collections Workbench</u>, as described above. Using Collections Workbench, you can narrow the results down to bill source, billing specialist, contract, etc. to retrieve results specific to your inquiry.
- 2) By Revenue Department: **most useful**
 - a. Review query FSU_AUX_AGING_BY_DPT_ASOFDT. 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:



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



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?

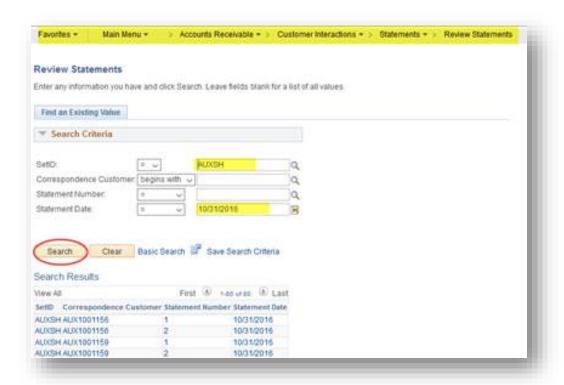
Our schedule for submitting statements is on or about the first day of each month on an ongoing basis.

Where can selling auxiliary staff review customer statement information?

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

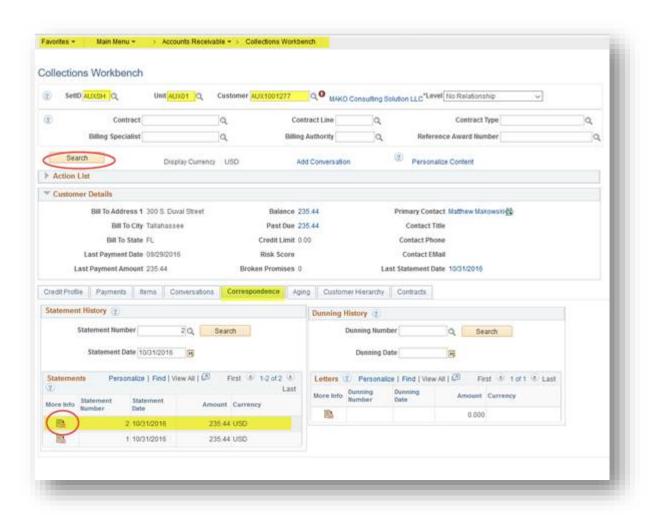
- 1) To view all statements sent on a specific date:
 - Navigate to Accounts Receivable > Customer Interactions > Statements > Review Statements. Enter the appropriate
 Statement Date in the field and review results.

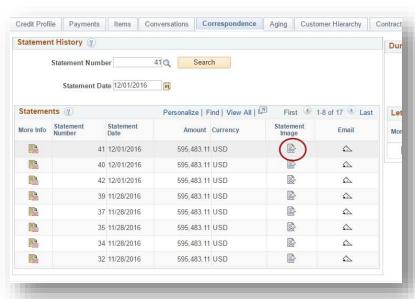




- 2) To view statement information sent to a specific customer:
 - a. Navigate to *Collections Workbench* and select the customer. Click the "Search" button.
 - b. Select the "Correspondence" tab under Customer Details.
 - c. You will see a box titled "Statement History." You can then see the Statement 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 popup blocker is disabled). The PDF statement will appear in a new tab in your browser.











Donald L. Tucker Center

505 W Pensacola St

United States

Tallahassee, FL 32301

STATEMENT

Statement Number: 66

Statement Date: 10/02/2017 AUX1001232 Customer ID: Auxiliary A Send payment to:

P.O.

On Account payments are payments received without an invoice

Payment

ahassee, FL 3 United States

MPIONS

For 5

CTL-EFT@fsu.edu

	Due date	Item ID	Descr	Amount Due	Activity	Billing Area		
_	08/16/2017	OA-199	On Accou	-882.00	-882.00	Auxiliary Accounting		
	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		

TOTAL AMOUNT DUE:

2,865.97

The billing area (Bill Source) is shown here

	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