



# 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:

**Auxiliary Accounts Receivable  
P.O. Box 3062397  
282 Champion's 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:

- Controller's Office Administrative Staff will receive checks at the PO box listed above. They will log, image, endorse, and deliver the checks for deposit 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 Jackie Thomas-Walker, Program Associate located in the receptionist's area of the Controller's Office 6<sup>th</sup> floor suite (where one would normally pick up AP checks). If she is not available, deliver to Virginia Toole in the receptionist's area of the Controller's Office 2<sup>nd</sup> floor suite (this way, we ensure checks are not handled by Auxiliary Accounting staff and ensure separation of duties). These areas will have secure, locked boxes for the checks and will be approved University Cash Collection Sites as of January 3, 2017.
- Auxiliary Accounting Staff can review the new Check Log Review and/or the query **FSU\_CTRL\_AUX\_PAYMENT** at any time to locate payments that may belong to their area. You may wish to do this on a daily basis, and at least weekly.
- 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](mailto:CTL-EFT@fsu.edu).



- When customers pay by EFT, they should send electronic remittance (including a copy of the invoice) to [CTL-EFT@fsu.edu](mailto:CTL-EFT@fsu.edu) so that we know how to apply the payment.
- There is no change to expense reimbursements at this time. **Expense reimbursements should continue to be processed through Student Business Services.**

### 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.

Selling auxiliary staff can review outstanding deposits at any time by viewing the query FSU\_CTRL\_AUX\_PAYMENT. To specifically review only those open items placed on account, use query FSU\_CTRL\_AUX\_OPEN\_ON\_ACCT\_ITEM. To review payments applied to items in your area, review query FSU\_CTRL\_AUX\_AR\_ITEM\_ACTIVITY and filter for Entry Type = AXPY.

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 respond to this email timely to ensure that they receive their cash in a timely manner.

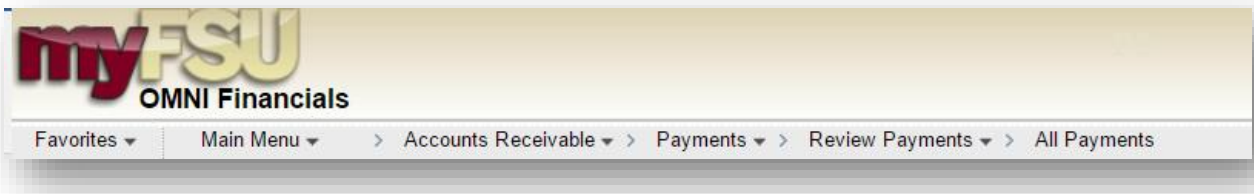


### Viewing Payment Attachments

Auxiliary Accounting uploads images of checks along with all associated remittance detail as a part of the payment entry process at the time of deposit.

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:
  - 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	<input type="text"/>	<input type="button" value="Search"/>
Deposit ID:	begins with	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>
Payment ID:	begins with	26366277	<input type="text"/>	<input type="button" value="Search"/>
User ID:	begins with	<input type="text"/>	<input type="text"/>	
Assigned Operator ID:	begins with	<input type="text"/>	<input type="text"/>	
Payment Status:	=	<input type="text"/>	<input type="text"/>	
Accounting Date:	=	<input type="text"/>	<input type="text"/>	<input type="button" value="31"/>
Entered Date:	=	<input type="text"/>	<input type="text"/>	<input type="button" value="31"/>
Payment Type:	=	<input type="text"/>	<input type="text"/>	
Payment Predictor		<input type="checkbox"/>		
<input type="checkbox"/> Case Sensitive				

[Basic Search](#)



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

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Payments ▾ > Review Payments ▾ > All Payments

### All Payments

Deposit Unit AUX01      Deposit ID 10000117      Payment ID 26366277

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Payment Amount	100.00	Currency USD	User	CRAYNE	Group ID	4560
Selected Amount	0.00	Currency USD	Assigned	CRAYNE		
Payment Status	Complete		Posting Status	Complete	Unpost Reason	
Account	BOACHCK		Acctg Date	01/24/2017	Entered Date	01/24/2017
Posting Action	No Action	<a href="#">Attachments (1)</a>	Posted Date	01/24/2017	Payment Type	Payment
Created By	CRAYNE		Modified By	CRAYNE		
Created On	01/24/2017 8:02PM		Last Modified On	01/24/2017 8:33PM		

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Customer Information			Reference Information		
Personalize   Find   View All   [Print]   [Refresh]   First 1 of 1 Last			Personalize   Find   View All   [Print]   [Refresh]   First 1 of 1 Last		
Unit	Customer	Name	Qual Code	Reference	
AUX01	AUX1001221	Aramark1			

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Item Selected					
Personalize   Find   View All   [Print]   [Refresh]   First 1 of 1 Last					
Unit	Customer ID	Item ID	Line	Payment Amount	Currency

[Return to Search](#) [Notify](#)

- 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.

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Payments ▾ > Review Payments ▾ > All Payments

### Payment Worksheet Attachments

Unit: AUX01    Deposit ID: 10000117    Seq: 1    Payment ID: 26366277

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Details				
Personalize   Find   View All   [Print]   [Refresh]   First 1 of 1 Last				
File Name	Description	User	Name	Date/Time Stamp
<a href="#">1-23-17_26366277.pdf</a>		CRAYNE	Cassandra Rayne	01/24/2017 8:29:11PM

[Return](#)

- 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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*END*

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