# FIN304: Accounts Receivable and Billing

# Ground Rules

Be on time

Sign the attendance sheet

Turn off your cell phones when in class

Take breaks as needed

Participate actively in class; refrain from email and internet use

Feel free to ask questions

# Welcome

**Introductions:**

- Name
- Agency
- Job Title
- Goals for Class

# Course Agenda

1. Course Introduction
2. Module One: Customers in STAR Overview
3. Module Two: Billing
4. Module Three: Creating Receivables
5. Module Four: Creating and Maintaining Deposits
6. Module Five: Advanced Account Receivables Processes
7. Course Summary

# 1 Course Introduction

- Course Objectives
- Roles and Responsibilities
- Activities

# Course Objectives

**After completing this course, the user will be able to:**

- Identify changes from the existing State processes
- Describe the billing end-to-end processes
- Prepare the Interface and Manual Billing Entry
- Generate and distribute invoices
- Illustrate making adjustments to invoices
- State how to enter and post receivables
- Recognize deposit end-to-end processes
- Entering, applying, and reviewing specific deposits

# Roles and Responsibilities (Accounts Receivable)

| Role | Responsibility |
|---|---|
| **Agency Customer Viewer** | The Agency Customer Viewer will be responsible for running inquiries and reports on customer data for a Set ID or Business Unit. The user will only have view access to customer data. The user will not have access to view confidential information for a customer record. |
| **AR Reporter** | The AR Reporter will be responsible for running reports on receivables data for a Business Unit. |
| **AR Viewer** | The AR Viewer role will be responsible for running inquiries on receivables data for a Business Unit. The user will only have view access to data in the AR Module. |

# Roles and Responsibilities (Accounts Receivable)

| Role | Responsibility |
|---|---|
| **Collections Approver** | Responsible for reviewing and approving or denying write-off requests and running the refund process for receivable items. The Agency AR Collections Approver will be able to set worksheets (i.e., Maintenance Worksheets or Transfer Worksheets) to post. |
| **Collections Processor** | Responsible for generating customer interactions, including dunning letters and customer conversations. The Collections Processor may also update the status of posted items (i.e., note an item in Dispute or for Collections). The Collections Processor will have the ability to apply adjustments to receivables (i.e., create worksheets), reclassify receivables, and write-off receivable balances. The Agency AR Collections Processor will not be able to set worksheets (i.e., Maintenance Worksheets or Transfer Worksheets) to post. |
| **Confidential Customer Processor** | Responsible for adding, updating, and inactivating customer data. The Enterprise Customer Processor will not have access to view or add confidential customer data. |

# Roles and Responsibilities (Accounts Receivable)

| Role | Responsibility |
|---|---|
| **Customer Processor** | The Enterprise Customer Processor will be responsible for adding, updating, and inactivating customer data. The Enterprise Customer Processor will not have access to view or add confidential data, such as customer social security numbers or customer taxpayer identification numbers. |
| **Item Approver** | The Agency AR Item Approver will be able to update receivable items and set receivable items to post. |
| **Item Processor** | The Receivables Item Processor will be responsible for creating a receivable item inside the system. The Item Processor will be able to update receivable items but will not be able to set them to post. This role may also correct posting errors for receivable items. |

# Roles and Responsibilities (Accounts Receivable)

| Role | Responsibility |
|---|---|
| **Payment Approver** | The Agency AR Payment Approver will be responsible for reviewing and updating deposit and payment data, including accounting information, and setting the payments to post. For miscellaneous receipt payments, the Agency AR Payment Approver will be responsible for entering the accounting distribution prior to posting the payment. |
| **Payment Processor** | The Agency AR Payment Processor will be responsible for entering deposit and payment data based on information from the Agency's Cashiering Unit. The Agency AR Payment Processor will be able to apply payments to invoices (through worksheets or Payment Predictor) and code miscellaneous receipt payments. The Agency AR Payment Processor will also have the ability to record NSF payments and enter customer conversations. |

# Roles and Responsibilities (Accounts Receivable)

| Role | Responsibility |
|---|---|
| **State AR Batch Processor** | The State AR Batch Processor will be responsible for running all scheduled AR batch processes. Batch processes can be scheduled as daily or nightly functions. Examples of AR Batch Processes include the AR Update processes. |
| **State AR Configuration Manage** | The State AR Configuration Maintainer will be responsible for adding and updating configuration elements for the Accounts Receivable Module. |

# Roles and Responsibilities (Billing)

| Role | Responsibility |
|---|---|
| **Billing Adjustment Processor** | The Agency Billing Adjustment Processor will be responsible for adjusting a finalized invoice within the Billing Module. This includes adjusting the entire bill through the credit/rebill process or adjusting select lines within a bill. |
| **Billing Approver** | The Agency Billing Approver will have the ability to run the Finalize and Print Invoice PeopleSoft Job for bills set to Ready status. |
| **Billing Processor** | The Agency Billing Processor will be responsible for creating a bill inside the STAR system based on data from the Bill Request Form. The Agency Billing Processor may create external, inter-agency, and recurring bills. The Agency Billing Processor will be able to generate Pro Forma (draft) invoices of bills, update billing data, set bills to Ready status, and correct billing errors within the system, including interfaced billing data. |

# Roles and Responsibilities (Billing)

| Role | Responsibility |
|---|---|
| **Billing Reporter** | The Billing Reporter will be responsible for running reports on billing data for a business unit. |
| **Billing Viewer** | The Billing Viewer will be responsible for running inquiries on billing data for a business unit. User will only have view access to billing data. |
| **State Billing Batch Processor** | The State Billing Batch Processor will be responsible for running all scheduled billing batch processes. Batch processes can be scheduled as daily or nightly functions. Examples of billing batch processes include the Billing Interface Process and processes to move billing data to other modules. |
| **State Configuration Manager** | The State Configuration Manager will be responsible for adding and updating configuration elements for the billing module. |

# Activities

**You will take part in three levels of group and individual activities throughout this course:**

- Instructor Demonstrations
- Training Exercises
- Challenges

2

# Customers in STAR Overview

- Objectives
- Key Terms
- Lesson One: Changes from the Existing State Processes
- Summary

# Module 1: Objectives

**After completing this module, the user will be able to:**

- Identify changes from the existing State processes.

# Module 1: Key Terms

| Term | Definition |
|---|---|
| **Accounts Receivable Distribution Codes** | AR Distribution Codes determine combinations of the active ChartFields. This simplifies the process for posting financial transactions to the appropriate general ledger accounts. |
| **Bill by Identifier** | Bill by Identifier defines how to group billing activity on invoices. These billing activities can be grouped by: Customer, Bill Source, Bill Type, or Business Unit |
| **Bill Type** | Bill Types represent categories of billing activities grouped on a particular bill. A Bill Type can be represented by the different services your organization performs. |
| **Customer** | An individual, agency, or other organization in which the State of Wisconsin provides a good or service |

# Module 1: Key Terms (Cont.)

| Term | Definition |
|---|---|
| **Payment Method** | Payment Method describes how the invoice will be paid by the customer. |
| **Payment Options** | Payment Options provide more in-depth information for the entities that bill, ship, and receive the order. |
| **Payment Terms** | Payment Terms establish time increments in which the invoice must be paid. |

# Changes from the Existing State Processes

Customer creation is necessary before a transaction can be processed in either Accounts Receivable or Billing.

- In STAR, customers are maintained in a central database managed by the Department of Administration.
- The database can be viewed by any agency (except in the case of a confidential customer).
- Updates to the database can be requested by the agency and made at any time.
- The use of a centralized database allows customer entry to be consistent and reduces duplicates.

# Summary: Changes to the Existing State Processes

**Now that you have completed the Changes to the Existing State Processes lesson, you should be able to:**

- Explain how customer information is handled and updated within STAR.

# Module 1: Summary

**Now that you have completed the Customers in STAR Overview module, you should be able to:**

- Explain how customer information is handled and updated within STAR.

3

# Billing

- Objectives
- Key Terms
- Lesson One: Billing End-to-End Processes
- Lesson Two: Preparing for Interface and Manual Billing Entry
- Lesson Three: Generating and Distributing Invoices
- Lesson Four: Making Adjustments to Invoices
- Summary

# Module 2: Objectives

**After completing this module, the user will be able to:**

- Describe the billing end-to-end processes.
- Prepare the Interface and Manual Billing Entry.
- Generate and distribute invoices.
- Illustrate making adjustment to invoices.

# Module 2: Key Terms

| Term | Definition |
|---|---|
| **Accounting Distribution Code** | Accounting Distribution codes simplify the process of generating accounting entries by defining a valid combination of ChartField values. |
| **Adjust Bill and Rebill** | The Adjust Bill process enables the State to adjust bills by crediting and optionally rebilling an invoice. Rebilling allows the State to review, update, and finalize bills using the same process flow as new bills. |
| **Bill Header** | Bill Header contains information that applies to the whole invoice and includes information such as Bill Type, Customer, Source, and Payment Terms. |
| **Billing Interface** | The Billing Interface enables automatic creation of a bill using external data. |

# Module 2: Key Terms

| Term | Definition |
|---|---|
| **Bill Line** | The Bill Line contains information that applies only to specific items that are being billed, such as: Description, Quantity, and Price |
| **Bill Type** | The Bill Type represents a category of activity that should be grouped together on a particular bill. |
| **Bill Cycle** | Bill Cycles are the category of the kind of bill, e.g., Standard Bills, Recurring Bills, or Installment Bills. |
| **Business Unit** | A Business Unit (agency) is an operating unit or a subset of an operating unit that is independent with regard to one or more operational or accounting functions. |
| **Customer** | A Customer is an entity (i.e., business, individual) responsible for paying the agency for goods and/or services. |

# Module 2: Key Terms

| Term | Definition |
|---|---|
| **Invoices** | Invoices (Item) are a bill issued by the agency after having provided goods or services to the customer. |
| **Installment Bill** | Installment bill is used to invoice in portions, with the total amount due split by percentage, or according to the custom definition. |
| **Recurring Bill** | Recurring bills can be generated daily, weekly, monthly, or annually (e.g., leases). |

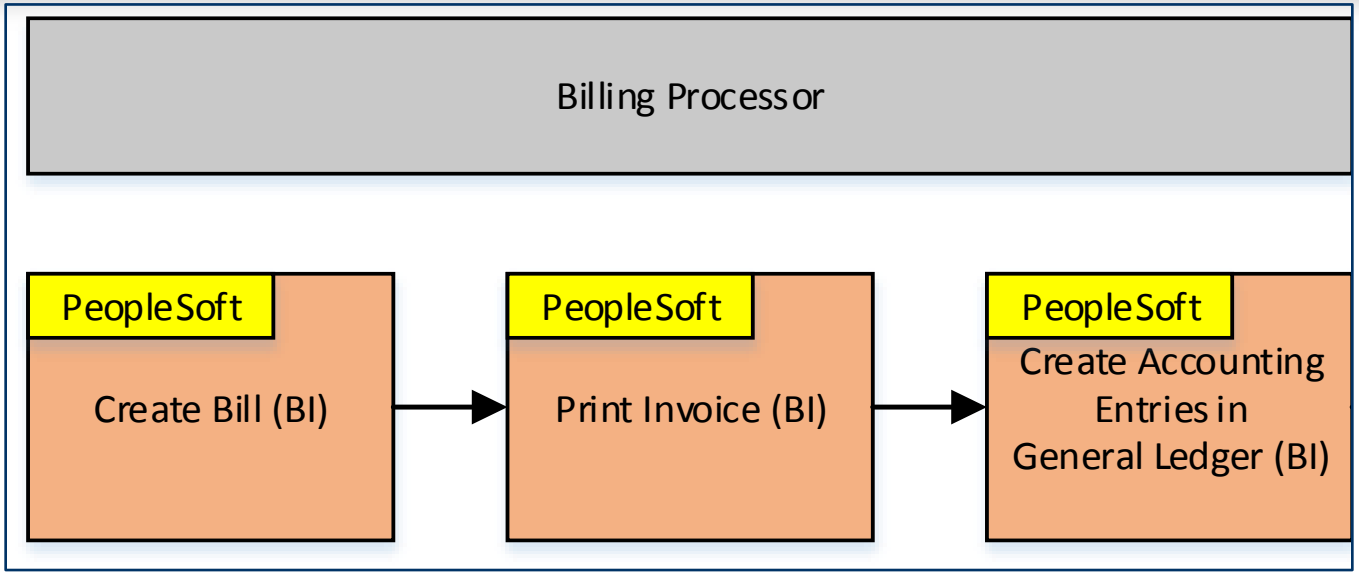
# Billing End-to-End Processes

PeopleSoft Billing processes billing information to create invoices. Within Billing, there are two key business processes:

- Generate and Finalize Bills
  - Creating online and interface bills
  - Creating invoices
  - Adjusting bills
- InterUnit Billing

# Billing End-to-End Processes (Cont.)

The Billing Processor is able to create various bills by using information from both PeopleSoft and third-party applications. Once these bills are validated and sent to customers, the General Ledger is adjusted accordingly.



# Summary: Billing End-to-End Processes

**Now that you have completed the Billing End-to-End Processes lesson, you should be able to:**

- Explain the three key business processes within PeopleSoft Billing.
- Describe the billing lifecycle and how bills eventually come to adjust the General Ledger.

# Preparing for Interface and Manual Billing Entry

**PeopleSoft Billing provides two methods for entering new bill information:**

- Billing Interface

  -The billing interface enables automatic creation of a bill using data from other PeopleSoft modules.

- Online Bill Entry

  -Online bill entry is the manual method of entering bill header and line information into the system.

# Preparing for Interface and Manual Billing Entry (Cont.)

The Billing Interface tables act as a staging area for external information. The Billing Interface process performs the following tasks:

- Validates the data.
- Converts information into a bill structure.
- Establishes whether the bill lines should be added to an existing bill or added to a new bill.
- Processes any necessary adjustments.

# Billing End-to-End Processes (Cont.)

To correct an error within the Billing Interface, the user must manually make changes through the **Correct Interface Errors** page.

PS_INTFC_BI | PS_INTFC_BI_AEDS

Interface ID 1 | Line Number 3 | Transaction Type LINE | Seq Num

Load Status ERR 0130 Invalid Unit of Measure | Process Instance 16320

Business Unit 51500 | Customer ID 0000000001 | GL Business Unit 51500

Header Fields Key
Header Fields Bill By
Adjust Trans Type
Create New Bill: ☐
Temporary Bill: ☐
Entry Type IN
Entry Reason STNRD
Entry Event
*Business Unit 51500
GL Business Unit 51500
Customer ID 0000000001
Bill To Location
Number of Copies
Contact Seq Number
Name

Letter of Credit ID
Letter of Credit Document ID
Sequence Number
Sold To Customer
Sold To Address Seq Number
PC Bus Unit
Project
Activity
Source Type
Category
Subcategory
Analysis Type
Billing Plan ID
Bill Plan Line Number
Event Occurrence

# Preparing for Interface and Manual Billing Entry (Cont.)

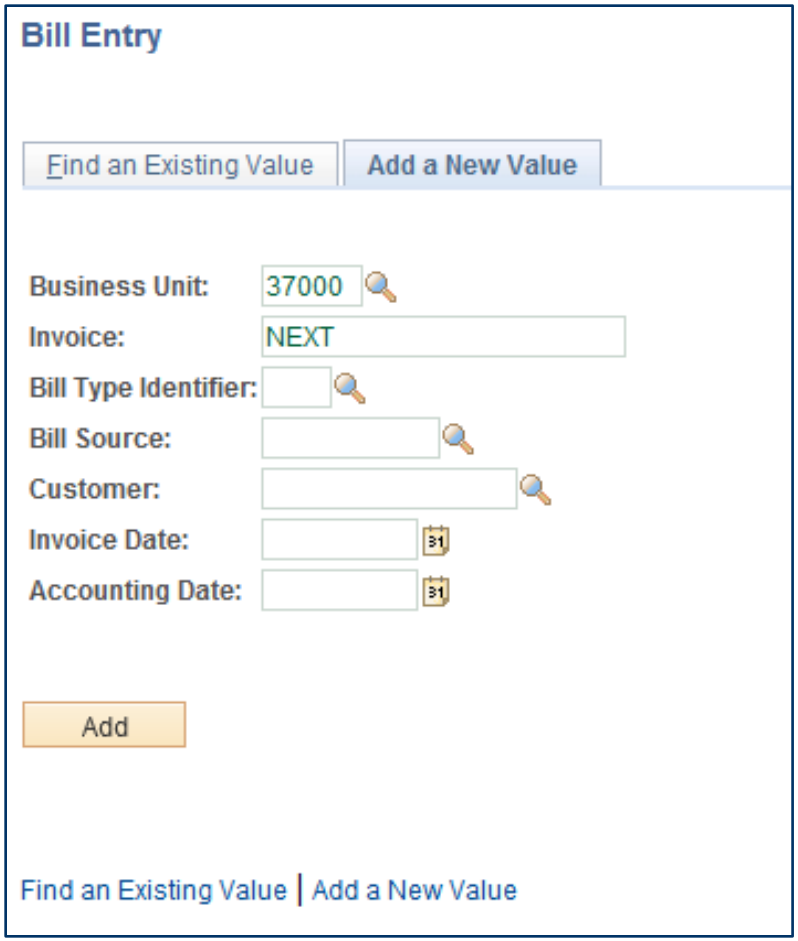
Most State of Wisconsin Agencies will manually enter bills online.

The user must first create a bill header to begin the online bill entry process. There is only one bill header for each bill. The header provides information about the invoice and includes:

- Where the bill came from.
- Where the bill is going.
- When the bill is sent to the customer.
- How the bill should be formatted.

# Preparing for Interface and Manual Billing Entry (Cont.)

The Bill Entry page allows the user to input general information about the bill that will be inputted into the bill Header.



# Preparing for Interface and Manual Billing Entry (Cont.)

The Header page offers more detailed information for the bill. This is also the page where the bill type (installment, recurring, or standard) is indicated.

Header - Info 1 | Line - Info 1

Unit 37000 Invoice NEXT Pretax Amt 0.0

Status NEW
*Type
*Customer
View Activity
Invoice Date
Source
SubCust1

*Invoice Form
Accounting Date
Remit To
Sales
Credit
Billing Specialist
From Date
Pay Terms
Bank Account
Bill Inquiry Phone
Collector
Billing Authority

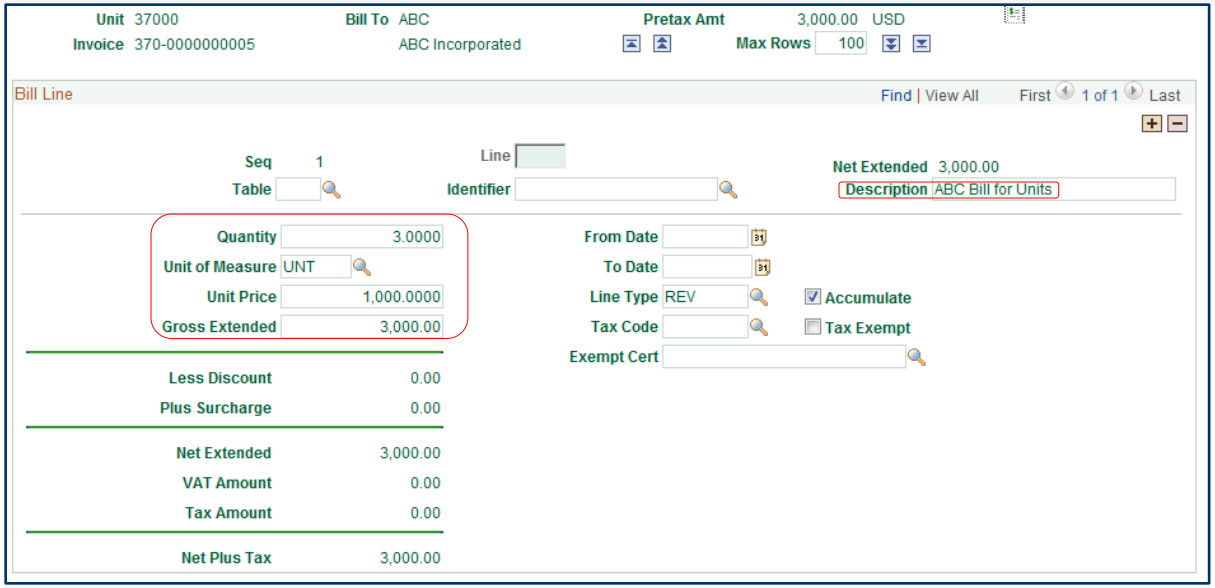
Go to: Header Info 2 Address Copy Address
Notes Express Entry
Summary Bill Search Line Search
Navigation Header - I

Save Notify Refresh

Header - Info 1 | Line - Info 1

# Preparing for Interface and Manual Billing Entry (Cont.)

The data from the Bill Line page corresponds to an individual line of a bill. There can be multiple Bill Line page entries for a single bill.



# Preparing for Interface and Manual Billing Entry (Cont.)

The Accounting page designates which specific accounts will be affected by the bill. For some agencies, a code will be available which will populate all of the other appropriate fields.

Header - Info 1 | Line - Info 1 | Acctg - Rev Distribution

Unit 37000 Bill To ABC Pretax Amt 0.00 USD
Invoice NEXT ABC Incorporated Max Rows 100

Bill Line Find | View All

Seq 1 Line Identifier Net Extended 0.00 Description

BI Creates GL Acct Entries

Bill Line Distribution - Revenue Personalize | Find | View All | First 1 of 1 Last

Acctg Information | Reference Information

| Code | Bud Ref | Fund | Appropriation | Dept | Account | Program | Oper Un |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

Percent 0.00 Amount 0.00 Gross Extended 0.00

Go to: Line Info 2 Tax Accounting Discount/Surcharge
Notes Express Entry
Summary Bill Search Line Search Navigation Acctg - Rev Distribution

# Instructor Demonstration: Creating Bills

**Your instructor will show you how to perform bill creation while you follow along.**

# Instructor Demonstration: Debrief

1. **What does a LoadStatus displaying “ERR” Indicate?**
2. **Where should a user first look to identify what needs to be corrected within the Billing Interface?**

# Training Exercise: Bill Entry and Processing

**This Training Exercise will review manually entering and processing new bill information into the system so it can be ready for invoice generation. Refer to the separate data worksheet for all necessary data.**

# Training Exercise: Debrief

1. On which page can you find information related to the total amount of the bill?
2. Which type of bill (standard, recurring, or installment) did you enter in this exercise?

# Summary: Preparing for Interface and Manual Billing Entry

**Now that you have completed the Preparing for Interface and Manual Billing Entry lesson, you should be able to:**

- Search for an invoiced and non-invoiced bill and bill line.
- Describe the different types of bills that can be entered online.
- Enter different types of bills (Standard, Recurring, Installment) using the online entry method.

# Generating and Distributing Invoices

In order for a bill to be invoiced, the status of the bill needs to be changed to *RDY* (Ready). This serves as the approval process for all bills.

There are two methods of changing a bill status to *RDY:*

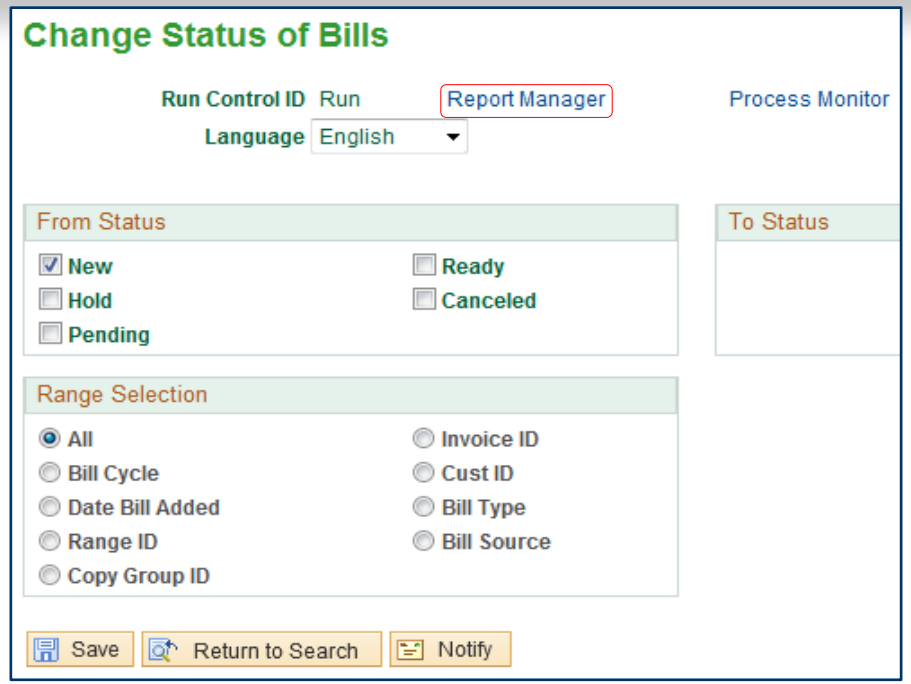
- The Automatic Batch Process, which will be ran every 24 hours and will automatically change every bill status to *RDY*.
- Manually adjusting a single bill status through the Bill Header page.

Note: Once the daily batch process has been ran, the user can then view a PDF report which details the statuses of the bills.

# Generating and Distributing Invoices (Cont.)

To review the outcome of the automatic batch process, the user can view a PDF report which describes the statuses of the bills within the batch process.

Navigation: **Billing** > **Maintain Bills** > **Change Status of Bills**



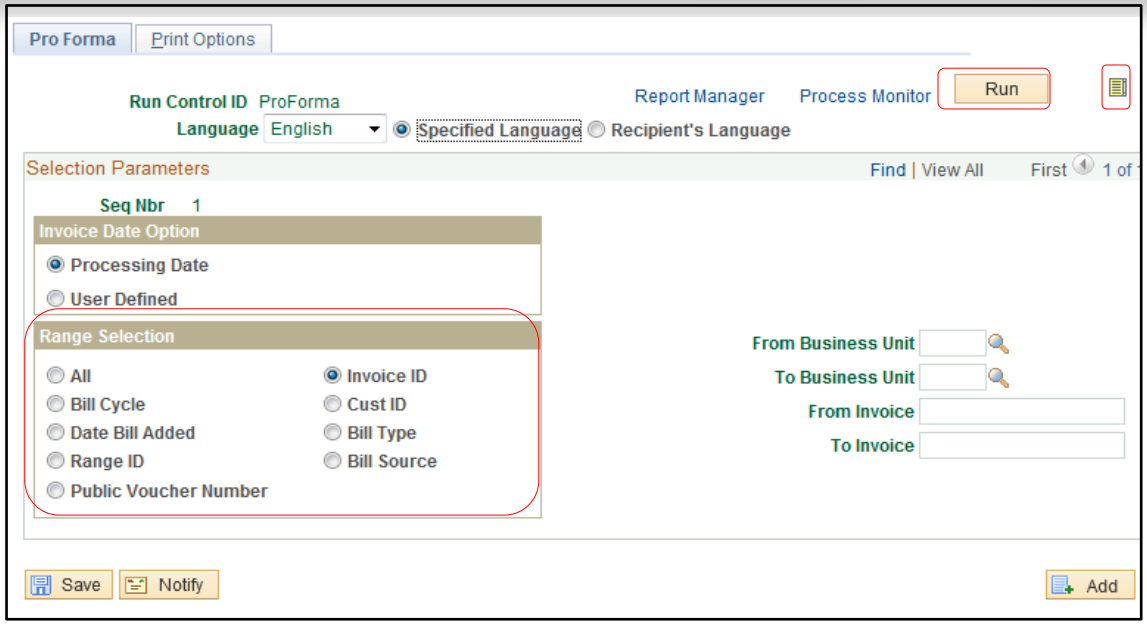
# Generating and Distributing Invoices (Cont.)

Once a bill is set as *RDY*, it can be converted into an invoice. There are two steps in conducting the Finalization process:

- The Pro Forma process transforms data from the bill into a draft invoice.
- The Single Action Invoicing process combines a series of manual processes into a single automatic process to create the invoice.

# Generating and Distributing Invoices (Cont.)

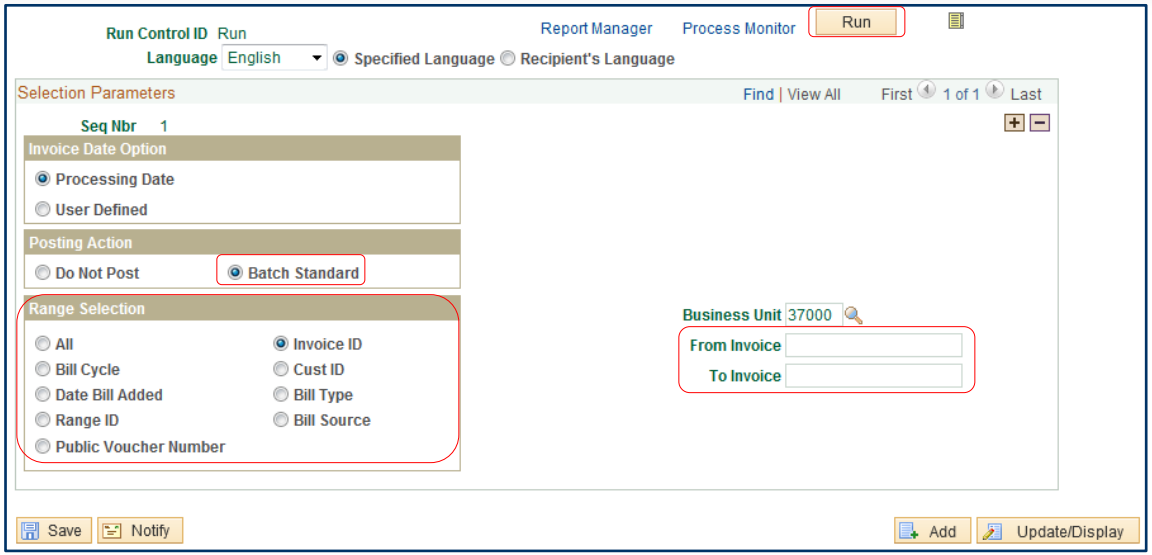
The Pro Forma process enables the user to view invoices before finalizing the bill. This allows the user to make changes and reprocess the bill to ensure accurate information is displayed.



# Generating and Distributing Invoices (Cont.)

Single-Action Invoicing performs the following:

- Processes a *RDY* bill into an invoice.
- Budget checks the invoice against pre-defined budgets.
- Automatically creates accounting entries, which are reflected in the General Ledger.

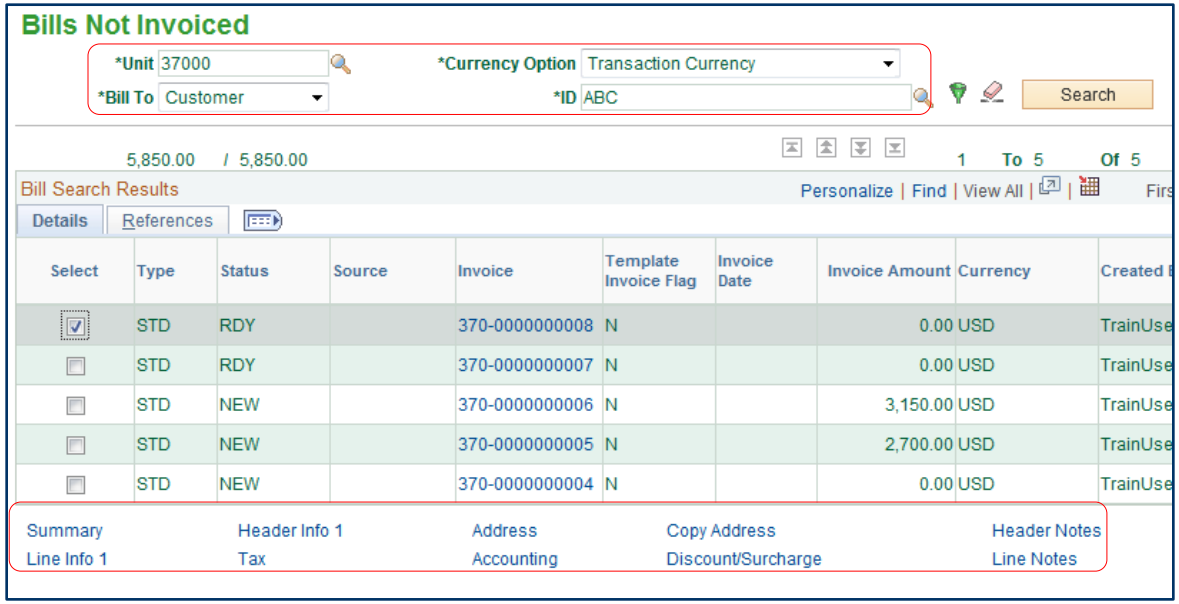


# Generating and Distributing Invoices (Cont.)

Once a bill is invoiced, it is printed and distributed to the associated customer.
Using the Single-Action Invoicing process, the invoice will be printed and distributed by the Print Center.
Email functionality exists as well, but requires a contact email for the individual customer.

# Generating and Distributing Invoices (Cont.)

Bills can be adjusted by accessing the Bills Not Invoiced page.



# Instructor Demonstration: Printing a Pro Forma Invoice

**Your instructor will show you how to perform printing a pro forma invoice while you follow along.**

# Instructor Demonstration: Debrief

1. **What information does the Bills to Be Processed page provide?**
2. **Which page describes whether the Pro Forma process has been completed?**

# Training Exercise: Generating Invoices

**This Training Exercise will review creating a recurring bill, changing the status of a bill, generating a pro forma invoice, and the single action invoice. Refer to the separate data worksheet for all necessary data.**

# Training Exercise: Debrief

1. On which page does the user perform the **Single Action Invoice w/ Cmmn Cntl** process?
2. What is the purpose of the **Bills to be Processed** page?

# Summary: Generating and Distributing Invoices

**Now that you have completed the Generating and Distributing Invoices lesson, you should be able to:**

- **Provide an overview of the Finalization process.**
- **Describe the purpose of finalizing a bill.**
- **Produce a Pro Forma invoice.**

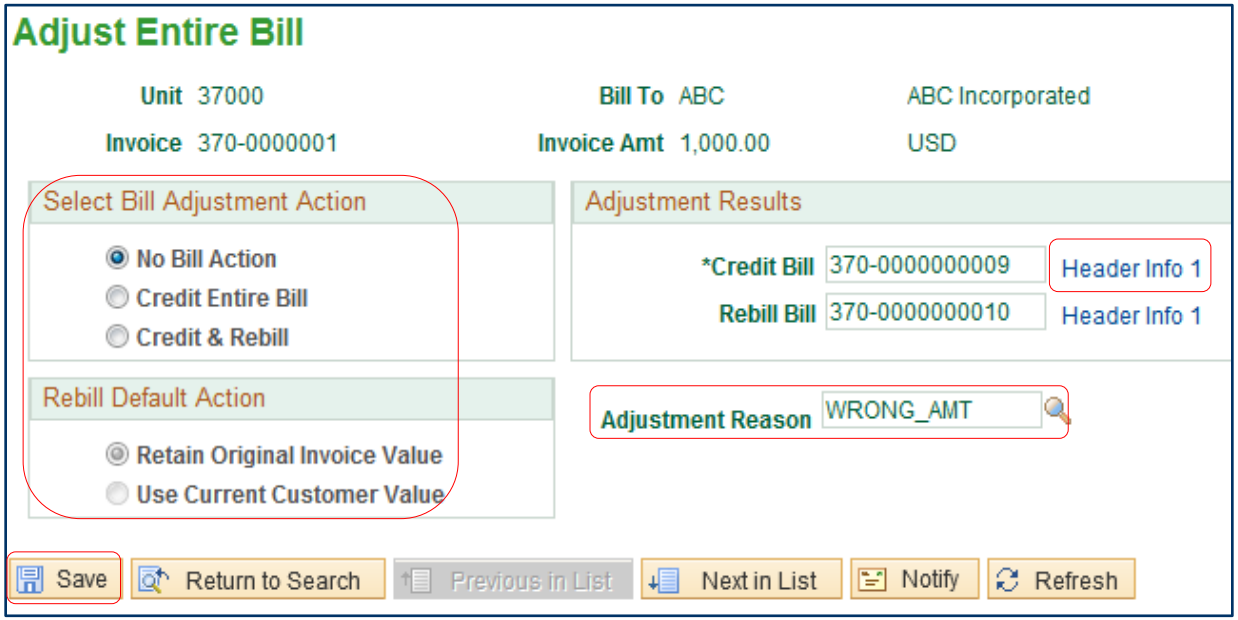
# Making Adjustments to Invoices

There are a variety of adjustments that can be made to bills, including:

- Crediting the entire bill and rebilling in a single action.
- Selecting only specific lines to credit and rebill.
- Adding lines of activity and rebilling.
- Creating new entry types and reasons with the bill.
- Calculating new totals.

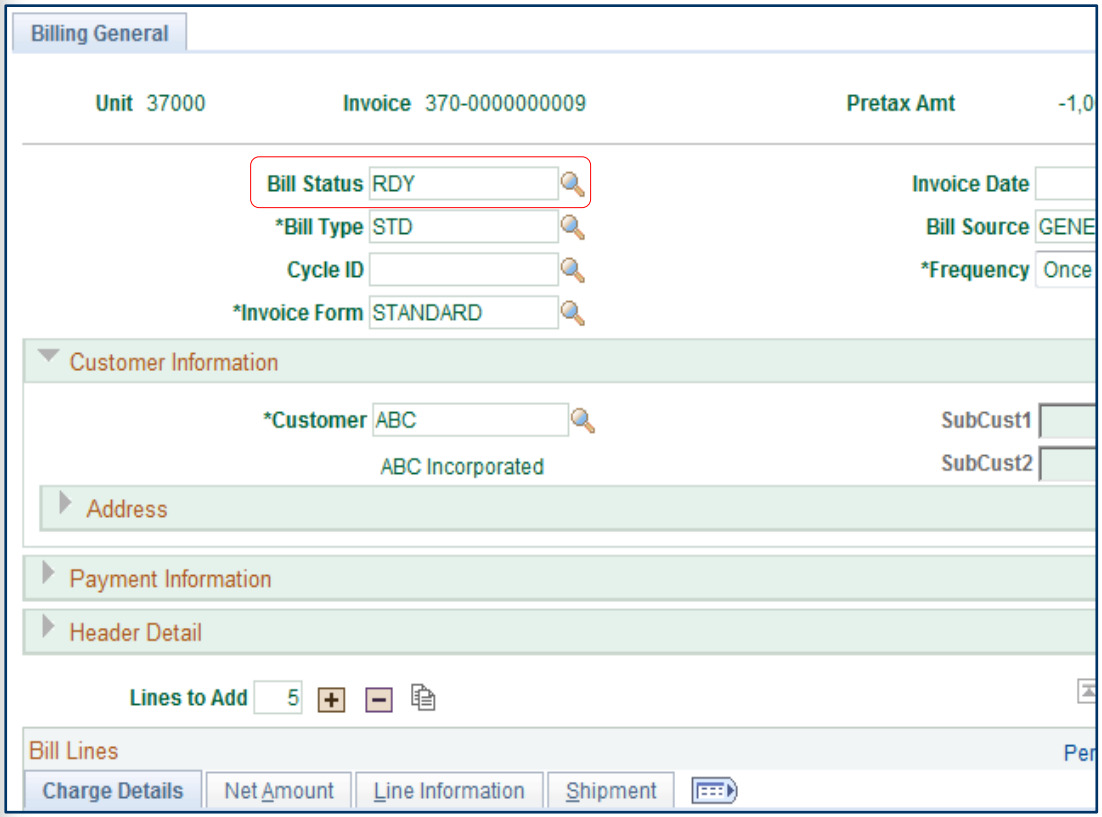
# Making Adjustments to Invoices (Cont.)

Crediting an entire bill reverses the original invoice and adjusts the General Ledger accordingly.



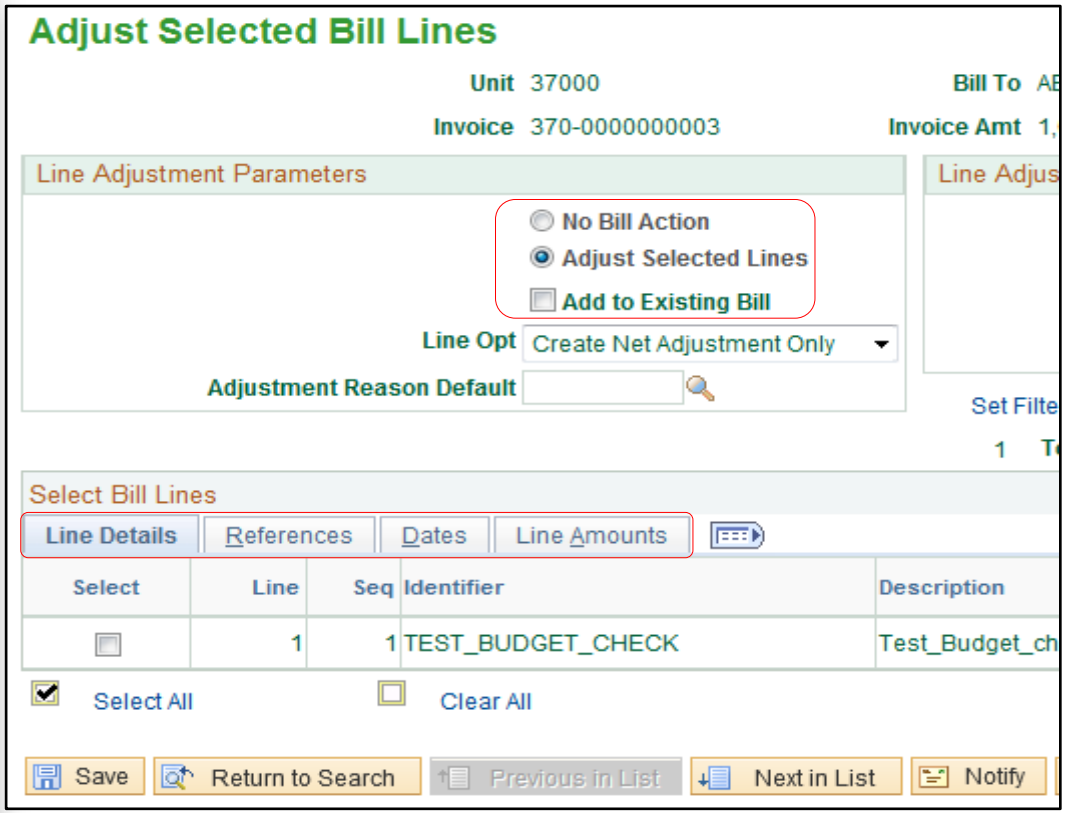
# Making Adjustments to Invoices (Cont.)

If the user chooses to adjust and rebill the credited bill, he or she can do so from the Billing General page.



# Making Adjustments to Invoices (Cont.)

The Adjust Selected Bill Lines page provides the user with the option to make an adjustment to a single, or multiple, bill lines.



# Instructor Demonstration: Adjusting Invoices

**Your instructor will show you how to adjust an invoice while you follow along.**

# Instructor Demonstration: Debrief

1. What must the status of a bill be to credit an entire bill?
2. When would you use the Credit and Rebill function?
3. When updating Non-Invoiced bills, what information entered is different from the original entry process?

# Training Exercise: Adjusting Invoices

**This Training Exercise will review making adjustments to invoices. Refer to the separate data worksheet for all necessary data.**

# Training Exercise: Debrief

1. What was the reason for adjusting the invoice in this exercise?
2. How was the invoice remedied?

# Summary: Making Adjustments to Invoices

**Now that you have completed the Making Adjustments to Invoices lesson, you should be able to:**

- **Create an adjustment affecting an entire bill through the Billing General page.**
- **Create an adjustment affecting a single line through the Adjust Selected Bill Lines page.**

# Module 2: Summary

**Now that you have completed the Billing module, you should be able to:**

- Summarize the processes within Billing.
- Explain the manual billing entry process.
- Create invoices from bills marked as ready.

# 4 Creating Receivables

- Objectives
- Key Terms
- Lesson One: Entering and Posting Receivables
- Summary

# Module 3: Objectives

**After completing this module, the user will be able to:**

- Enter and post receivables.

# Module 3: Key Terms

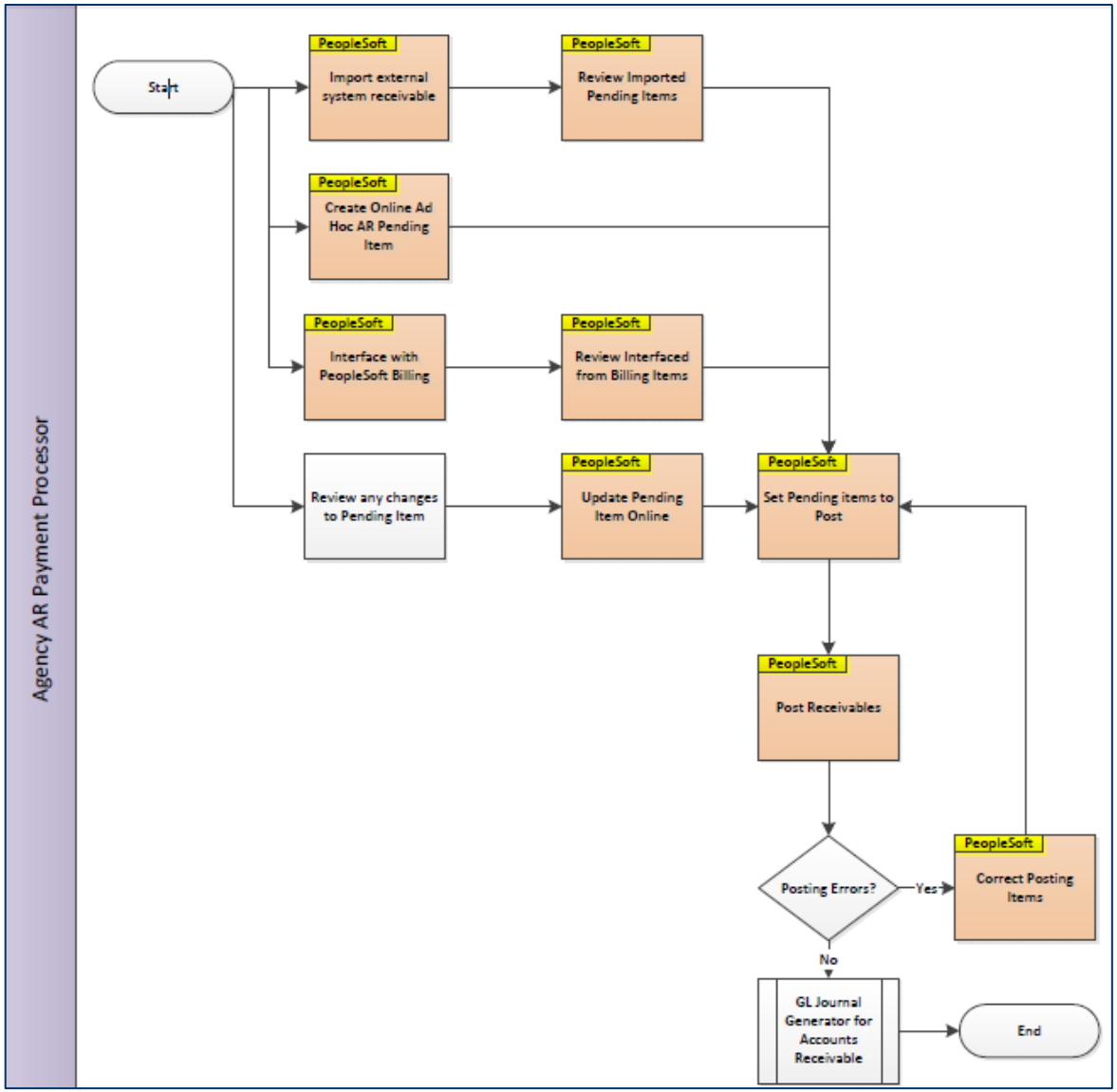
| Term | Definition |
| --- | --- |
| **AR Update** | Process used to update customer balances and create accounting entries. |

# Entering and Posting Receivables

Invoices, debit memos, and credit memos all must be entered into the system using either of the following methods:

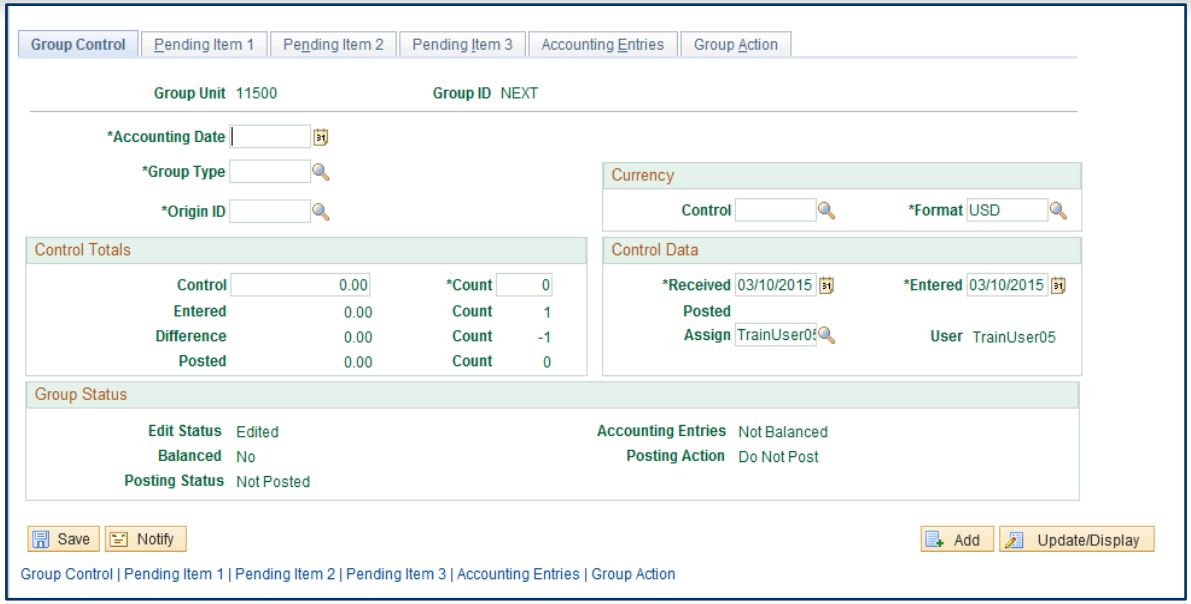
1. Manual entry by direct entry into Receivables
2. External loading using an external billing system interface

# Entering and Posting Receivables (Cont.)



# Entering and Posting Receivables (Cont.)

The **Group Entry** page allows the user to enter pending item information, such as: Accounting Date, Control, Count, Posting Status, and Accounting Entries.



# Entering and Posting Receivables (Cont.)

The **Pending Item 1** page is used to enter basic identifying information for each item, including: Accounting Date, Item ID, As of Date, Customer, and Entry Type.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 11500 Group ID NEXT

Pending Item Entry — Find | View All — First 1 of 1 Last

*Acctg Date | *As Of Date | Sequence 1
*Item ID | Line | Copy Line
*Business Unit 11500 | *Customer
Amount | *Currency
*Entry Type | Reason | *AR Dist
Rate Type | Revalue Flg
Exchange Rate | Attachments (0)

Payment Terms
Terms | Due Date | Due Days
Disc Amt | Disc Date | Disc Days
Disc Amt 1 | Disc Date 1 | Always Allow Discount

Reference Information
PO Ref | PO Line | BOL
Order No | Document | Line Item
Contract | L/C ID | Case No
SP ID

Item Creation/Update Details
Created On 03/10/2015 12:07PM | Last Modified On 03/10/2015 12:07PM

# Entering and Posting Receivables (Cont.)

The **Pending Item 2** page is used to submit credit management information regarding collection status, personnel, and cash forecasting information.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 11500 Group ID NEXT

Pending Item Entry — Find | View All — First 1 of 1 Last

Item ID — Line
Business Unit 11500 — Customer
Amount 0.000 — Currency

Collection Status

Dispute — Reason — Date — Amount
Collection — Code — Date
Last OC — Date — Amount
Latest Dunning — Date
Last Statement

Additional Detail

Sales — Location
Analyst — Pay Method
Collector — Draft Type

Cash Forecasting

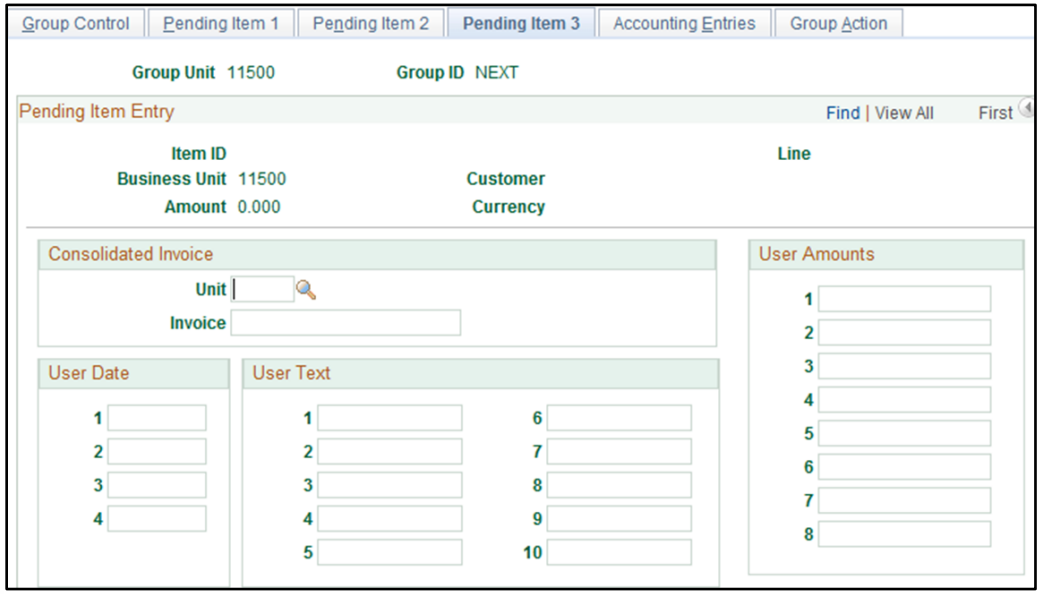
Bank Code
Account

Draft Options

Preapproved?
Create Document?
One Item per Draft?

# Entering and Posting Receivables (Cont.)

The **Pending Item 3** page is used to enter detailed information for certain items.



# Entering and Posting Receivables (Cont.)

The **Accounting Entries** page is necessary to create an accounting entry for each item.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

**Group Unit** 37000 **Group ID** 13

Accounting Entries — Find | View All — First 1 of 1 Last

**Item ID** 1000 **Line** **Entry Type** CR **Reason** STNRD
**Bus. Unit** 37000 **Customer** 0000000001
**Amount** -100.00 **Currency** USD

**Accounting Entries** Complete **Display Totals** Entry

Distribution Lines — Personalize | Find | View All | First 1-2 of 2 Last

ChartFields | Currency Details | Additional Details | Journal Reference Information | Item Creation/Update Details

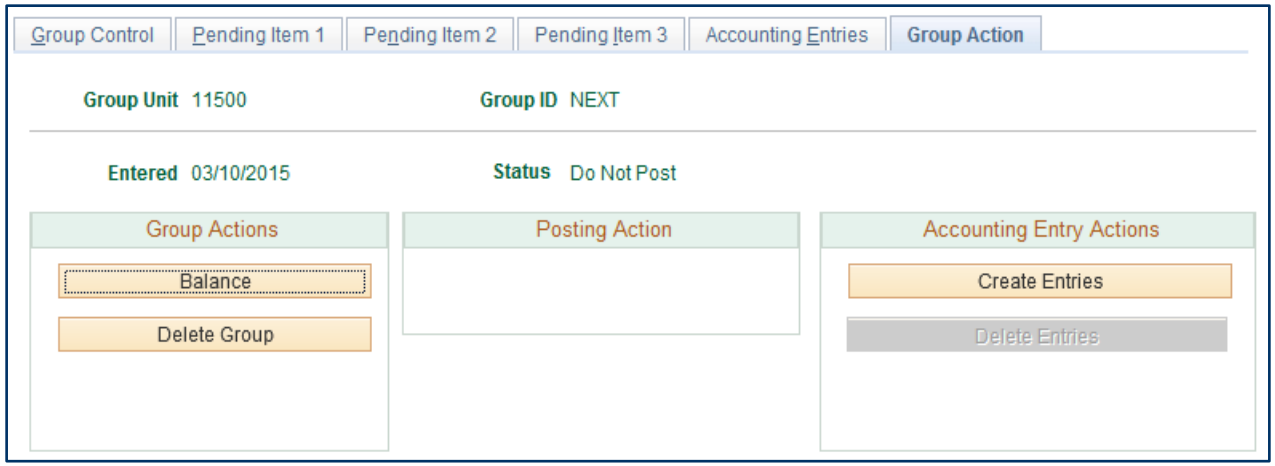
| Line | GL Unit | Ledger Grp | Ledger | *Type | Amount | Bud Ref | Fund | Appropriation | Dept |
|---|---|---|---|---|---|---|---|---|---|
| 2 | 37000 | ACTUALS | ACTUALS | User | 100.00 | | | | |
| 102 | 37000 | ACTUALS | ACTUALS | AR | -100.00 | | | | |

**Lines** 2 **DR** 100.00 **Currency** USD **CR** 100.00 **Currency** USD **Net** 0.000

Save | Return to Search | Notify | Add | Update/Display

# Entering and Posting Receivables (Cont.)

The **Group Action** page allows the user to do three types of activities: Group Action, Posting Action, and Account Entry Actions.



# Entering and Posting Receivables (Cont.)

**Receiving External Pending Items**

Pending items are entered through a billing system interface. The billing interface can identify errors during the posting process.

Once the receivable has been sent from the billing interface, it can be uploaded via the Load AR process.

# Entering and Posting Receivables (Cont.)

The **Group Control** page allows the user to review the External Pending Item Group.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 37000 Group ID 199 View Audit Logs

*Accounting Date 03/05/2015

*Group Type B BilBilling

*Origin ID PS_BI Billing

Currency

Control *Format USD

Control Totals

| | | | |
|---|---|---|---|
| Control | 2,000.00 | *Count | 1 |
| Entered | 0.00 | Count | 0 |
| Difference | 2,000.00 | Count | 1 |
| Posted | 0.00 | Count | 0 |

Control Data

*Received 03/05/2015 *Entered 03/05/2015

Posted

Assign VUKXXKK User VUKXXKK

Group Status

Edit Status Not Edited

Balanced No

Posting Status Not Posted

Accounting Entries Balanced

Posting Action Do Not Post

# Entering and Posting Receivables (Cont.)

The **Pending Item 1** page allows the user to review information about the individual items.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 37000 Group ID 199

Pending Item Entry — Find | View All — First 1 of 1 Last

*Acctg Date 03/05/2015 *As Of Date 03/05/2015 Sequence 1
*Item ID 370-0000000096 Line
*Business Unit 37000 *Customer ABC ABC Incorp
Amount 2,000.00 *Currency USD
*Entry Type IN Reason STNRD *AR Dist
Rate Type CRRNT ☑ Revalue Flg
Exchange Rate 1.00000000 View Audit Logs ☐ Posted

Payment Terms

Terms NET30 Due Date 04/04/2015 Due Days
Disc Amt Disc Date Disc Days
Disc Amt 1 Disc Date 1 ☐ Always Allow Discount

Reference Information

PO Ref PO Line BOL
Order No Document Line Item
Contract L/C ID Case No
SP ID

Item Creation/Update Details

Created On 03/05/2015 9:42AM Last Modified On 03/05/2015 9:42AM
Created By VUKXXKK Modified By VUKXXKK

# Entering and Posting Receivables (Cont.)

The **Pending Item 2** page displays credit management information.

This page also provides information on the current status of the item.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 37000 Group ID 199

Pending Item Entry — Find | View All — First 1 of 1 Last

Item ID 370-0000000096 — Posted — Line
Business Unit 37000 — Customer ABC
Amount 2,000.00 — Currency USD

Collection Status

Dispute — Reason — Date — Amount
Collection — Code — Date
Last OC — Date — Amount
Latest Dunning — Date
Last Statement

Additional Detail

Sales JOHN — Location 1
Analyst CREDIT — Pay Method Check
Collector DOR — Draft Type

Cash Forecasting

Bank Code US022 — US Bank Main Accounts
Account 1000 — 000111851000

Draft Options

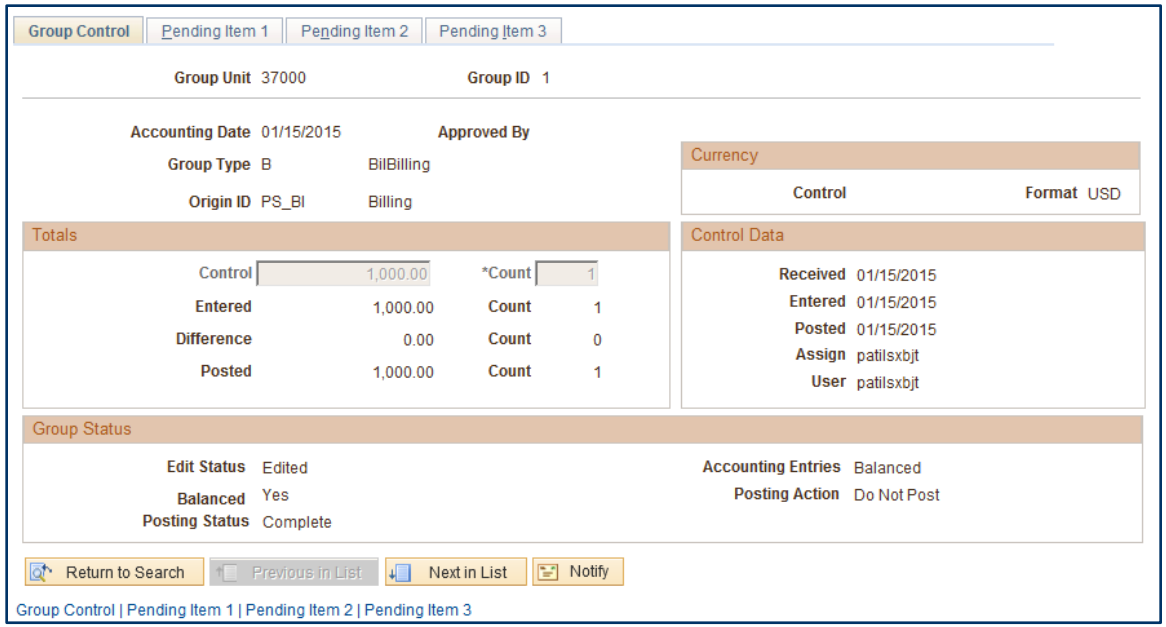
Preapproved?
Create Document?
One Item per Draft?

# Entering and Posting Receivables (Cont.)

Receivables are run through the Receivables Update posting process within PeopleSoft. This process updates customers balances and automatically creates accounting entries.

# Entering and Posting Receivables (Cont.)

To verify that the group has been posted, navigate to the **Group Control** page.
Navigate: **Receivables Update** > **Posting Results – Updated Items** > **All Items**
On the **Group Control** page, the **Posting Status** will display Complete.



# Entering and Posting Receivables (Cont.)

Groups can be unposted by navigating to **Accounts Receivable > Receivables Update > Unpost Groups**

Group Control | Options

Group Unit 37000 Group ID 101

Accounting Date 02/23/2015 Approved By VUKXXKK

Group Type B BilBilling

Origin ID OBILL Online Bil

Currency

Control USD Format USD

Totals

| | | | |
|---|---|---|---|
| Control | 400.00 | *Count | 4 |
| Entered | 400.00 | Count | 4 |
| Difference | 0.00 | Count | 0 |
| Posted | 400.00 | Count | 4 |

Control Data

Received 02/23/2015
Entered 02/23/2015
Posted 02/23/2015
Assign VUKXXKK
User VUKXXKK

Group Status

Edit Status Edited
Balanced Yes
Posting Status Complete
Accounting Entries Balanced
Posting Action Do Not Post

Save | Return to Search | Previous in List | Next in List | Notify

# Instructor Demonstration: Entering and Posting Receivables

**Your instructor will show you how to perform entering and posting receivables while you follow along.**

# Instructor Demonstration: Debrief

1. Why is the Accounting Date important?
2. Which posting action is recommended for STAR?
3. Why are entry type and reason important fields?

# Summary: Entering and Posting Receivables

Now that you have completed the Entering and Posting Receivables lesson, you should be able to:

- Enter item groups through the direct entry.
- Source and load groups using an external billing system interface.
- Utilize PeopleSoft processes to post receivables.
- Unpost receivables.

# Module 3: Summary

**Now that you have completed the Creating Receivables module, you should be able to:**

- Enter item groups through direct entry.
- Source and load groups using an external billing system interface.
- Utilize PeopleSoft processes to post receivables.
- Unpost receivables.

5

# Creating and Maintaining Deposits

- Objectives
- Key Terms
- Lesson One: Deposit End-to-End Processes
- Lesson Two: Entering, Applying, and Reviewing Specific Deposits
- Summary

# Module 4: Objectives

**After completing this module, the user will be able to:**

- Describe the deposit end-to-end processes.
- Explain how to enter, apply, and review specific deposits.

# Module 4: Key Terms

| Term | Definition |
|---|---|
| **Deposits** | Money received by the departments and placed into the Treasurer's account at an approved depository bank within the Centralized Treasury System. Deposits may be either processed manually or electronically. |
| **Electronic Deposit Form** | Internet-based application developed by State Treasurer's Office (STO). This application allows agencies to key their deposit information to notify the STO and generate deposit slips. |
| **Payment Predictor** | A Payment Predictor is an automatic cash application process used to apply payments to open Accounts Receivable items in PeopleSoft. |
| **Worksheets** | Worksheets are a PeopleSoft page where nearly all accounts receivable actions are done, such as creating items and maintaining items, payments, and credits/debits. Each action has a separate worksheet. |

# Deposit End-to-End Processes

The Deposit end-to-end process will allow the State to manage their funds received,  and includes not only deposit creation but also, the application of those payments to the appropriate receivables. Additionally, the process could include direct journal entries for payments that will be recorded as deposits to the bank. The direct journal entries can be reallocated to multiple accounts if necessary to be sent to the General Ledger.

The deposit end-to-end process entails online deposit creation, payment processing, including Lockbox and Excel payment processing, and ends with payment application.

# Instructor Demonstration: Deposit End-to-End Processes

**Your instructor will show you the deposit process while you follow along.**

# Instructor Demonstration: Debrief

1. **What is the automated cash application process?**
2. **Which two entities are matched when balancing a payment?**

# Summary: Deposit End-to-End Processes

**Now that you have completed the Deposit End-to-End Processes lesson, you should be able to:**

- Understand the order of deposit processes

# Entering, Applying, and Reviewing Specific Deposits

This lesson will review deposit creation, application of payments to appropriate accounts receivables, and recording of cash, revenue, and other receipts, and making direct journal entries for payments that will be sent to the General Ledger.

The payment application involves processing and applying payments received and recorded.

Payment details can be entered in three ways:

1. Payment Predictor
2. Payment Worksheet
3. Direct Journal Entry

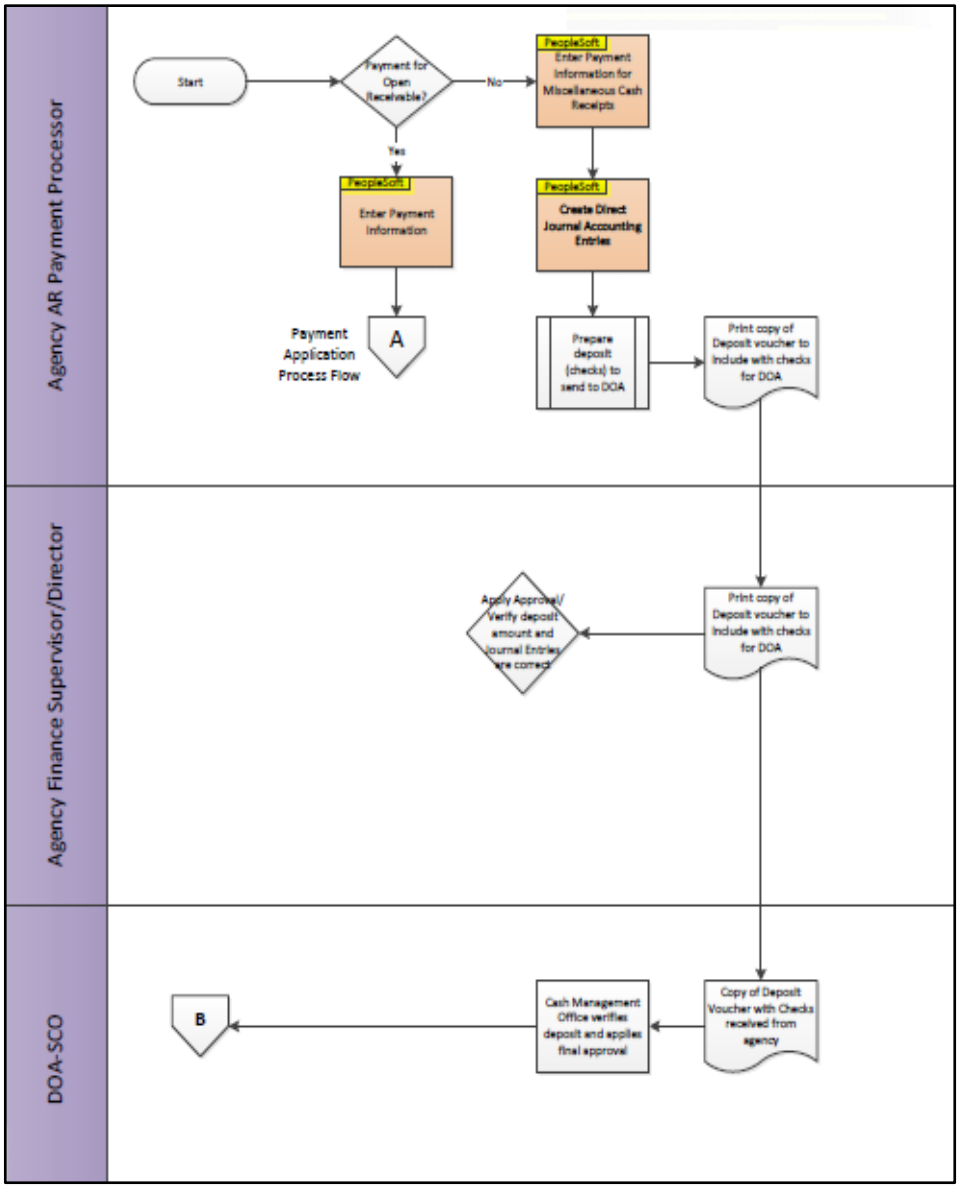
# Entering, Applying, and Reviewing Specific Deposits (Cont.)

The deposit and cash application process consists of:

1. Create Deposit
2. Payment Application
3. Direct Journal Payments
4. Deposit and Cash Application Reporting

Users must create deposits and apply payments to the appropriate accounts receivable.

# Entering, Applying, and Reviewing Specific Deposits (Cont.)



# Entering, Applying, and Reviewing Specific Deposits (Cont.)

The **Totals** page on a regular deposit is used to enter information for a new deposit.

Totals | Payments

Unit 37000 Deposit ID NEXT Delete Deposit

*Accounting Date 03/11/2015
*Bank Code
*Bank Account
*Deposit Type

Control Currency
Format Currency USD
Rate Type
Exchange Rate

Control Totals

| | | | |
|---|---|---|---|
| Control Total Amount | 0.00 | *Count | 0 |
| Entered Total Amount | 0.00 | Count | 1 |
| Difference Amount | 0.00 | Count | -1 |
| Posted Total Amount | 0.00 | Count | 0 |
| Journalled Total Amount | 0.00 | Count | 0 |

Control Data

*Received 03/11/2015
*Entered 03/11/2015
Posted
Assigned TrainUser05
User TrainUser05

Save Notify Refresh Add Update/Display

# Entering, Applying, and Reviewing Specific Deposits (Cont.)

The **Payments** page provides further information regarding the deposit. The deposit must be balanced prior to being saved.

Totals | Payments

Unit 37000 Deposit ID NEXT Date 03/11/2015 Balance Not Balanced

Payment Information — Find | View All — First 1 of 1 Last

Payment Seq | *Payment ID | *Accounting Date 03/11/2015

Amount 0.000 | Currency

Rate Type | Exchange Rate

Payment Predictor | Journal Directly | Range of References

Payment Method | Attachments (0)

Customer Information — Find — First 1 of 1 Last

Customer ID | Business Unit

Remit From Name | Remit SetID

Corporate | Corporate SetID

SubCust1 | SubCust2

MICR ID | Link MICR

Detail References

Reference Information — Personalize | Find | View All | First 1 of 1 Last

| | Qual Code | Reference | To Reference |
|---|---|---|---|
| 1 | | | |

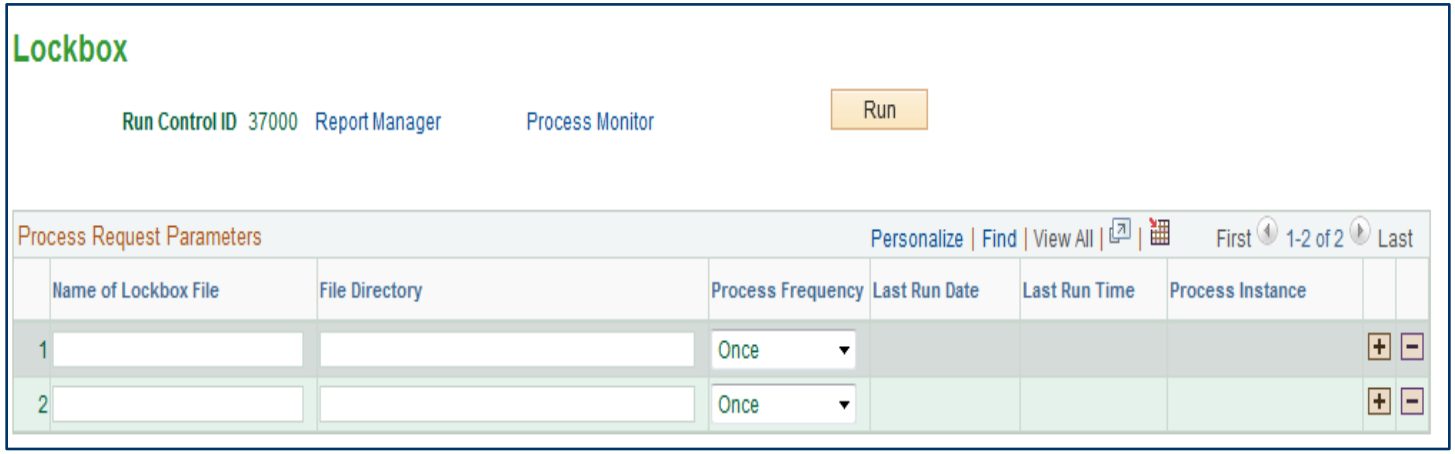
# Entering, Applying, and Reviewing Specific Deposits (Cont.)

The AR Payload process does the following:

- Quality checks deposit when received
- Assign defaults, deposit IDs, and sequencing.

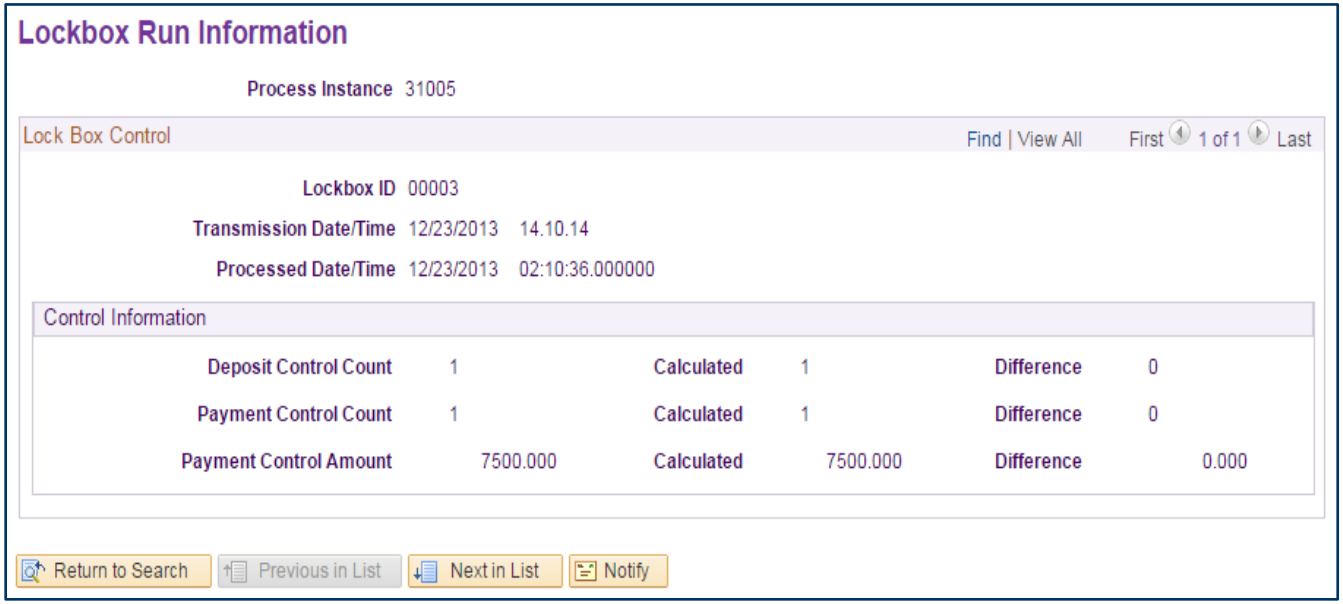
# Entering, Applying, and Reviewing Specific Deposits (Cont.)

When a payment is in the form of a check or electronic funds transfer (ETF), the Lockbox enables faster payment processing.



# Entering, Applying, and Reviewing Specific Deposits (Cont.)

To view Lockbox Run Information, access the **Review Deposit Information** page.
Navigation: **Accounts Receivable** > **Payments** > **Electronic Payments** > **Review Deposit Information**



Lockbox Run Information

Process Instance 31005

Lock Box Control — Find | View All — First 1 of 1 Last

Lockbox ID 00003
Transmission Date/Time 12/23/2013 14.10.14
Processed Date/Time 12/23/2013 02:10:36.000000

Control Information

| | | | | | |
|---|---|---|---|---|---|
| Deposit Control Count | 1 | Calculated | 1 | Difference | 0 |
| Payment Control Count | 1 | Calculated | 1 | Difference | 0 |
| Payment Control Amount | 7500.000 | Calculated | 7500.000 | Difference | 0.000 |

Return to Search | Previous in List | Next in List | Notify

# Entering, Applying, and Reviewing Specific Deposits (Cont.)

Payment information can also be imported to PeopleSoft through a Microsoft Office Spreadsheet.

This spreadsheet must contain two worksheets:

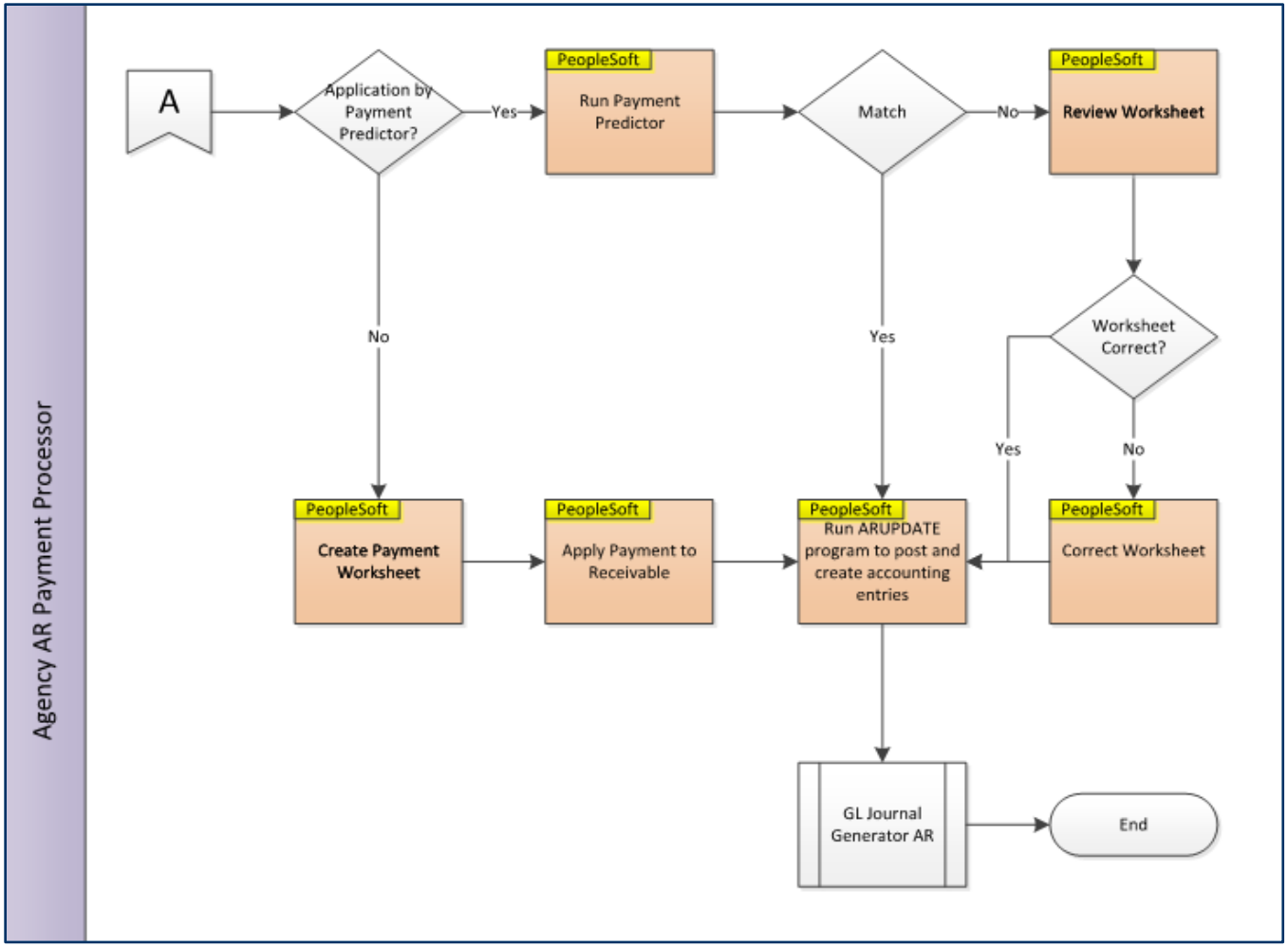
1. Template Worksheet: Fields will represent those available on the Data Entry worksheet. This allows the user to configure the Data Entry worksheet to meet the payment requirements.
2. Data Entry Worksheet: Enter data specific to the transaction on this sheet.

# Entering, Applying, and Reviewing Specific Deposits (Cont.)

The Payment Predictor process identifies and matches payments to an open AR item by referencing an item or project reference qualifier.

If any accounting errors exist, the system will notify the Payment Processor to fix the errors prior to the system processing the payment.

# Entering, Applying, and Reviewing Specific Deposits (Cont.)

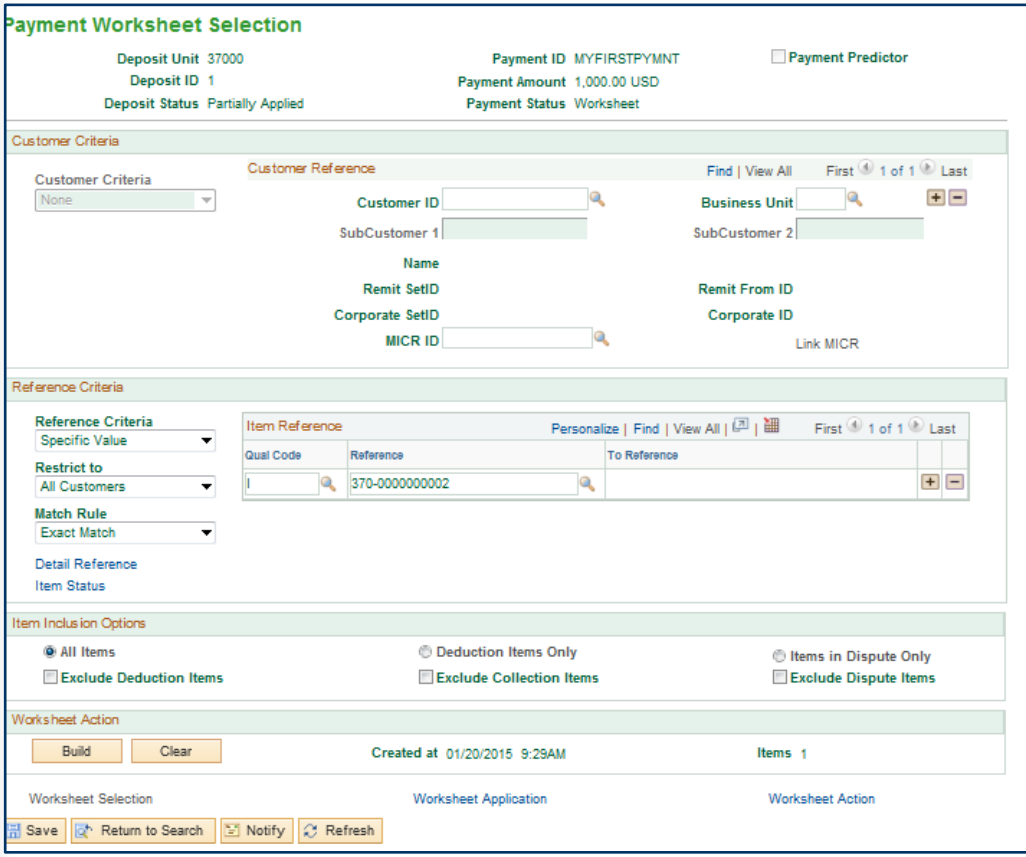


# Entering, Applying, and Reviewing Specific Deposits (Cont.)

There are three steps to Payment Worksheets:

1. Build the worksheet
2. Apply the payment to items
3. Posting payments

Navigation: **Accounts Receivable** > **Payments** > **Apply Payments** > **Create Worksheet**



# Entering, Applying, and Reviewing Specific Deposits (Cont.)

To process an overpayment, use the **Payment Worksheet Application** page to:

- Build an on-account line item.
- Write off the remaining amount.

The **Payment Worksheet Application** page also allows users to handle underpayments by allowing the user to:

- Generate a deduction.
- Write off the underpayment.

# Entering, Applying, and Reviewing Specific Deposits (Cont.)

Direct Journal Payments are necessary when payments do not relate to items (e.g. miscellaneous cash receipts or non-AR cash).

To process a Direct Journal Payment:

1. Create accounting entries for the payment via the **Accounting Entries** page.
2. Run the Journal Generator process and send the entries to the General Ledger.

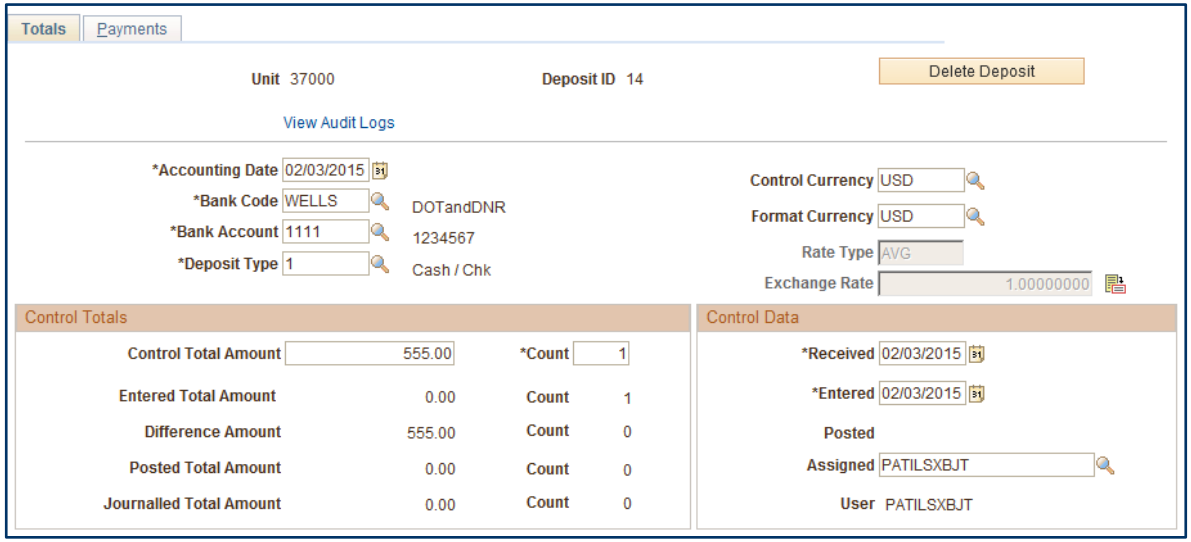
Once the payment has been posted, the deposit undergoes an approval process.

# Entering, Applying, and Reviewing Specific Deposits (Cont.)

There are two reasons why a deposit could be out of balance:

1. Number of entered payments is different than the control number
2. Amount of entered payments is different than the deposit control amount

Navigation: **Accounts Receivable** > **Payments** > **Online Payments** > **Regular Deposit Balancing**



# Instructor Demonstration: Deposits

**Your instructor will show you how to enter and apply deposits while you follow along.**

# Instructor Demonstration: Debrief

1. What is the Count field?
2. What application method can a payment processor use for over and under payments?
3. When are direct journal entries needed?

# Training Exercise: Enter, Apply, and Review Deposits

**This Training Exercise will review creating a deposit. Refer to the separate data worksheet for all necessary data.**

# Training Exercise: Debrief

1. What are the four major steps for deposits?
2. What is the Totals page used for?

# Summary: Entering, Applying, and Reviewing Specific Deposits

**Now that you have completed the Entering, Applying, and Reviewing Specific Deposits lesson, you should be able to:**

- **Process deposits through the Payment Predictor, Payment Worksheet, and Direct Journal Entry.**
- **Describe the sequential steps needed to process a payment.**

# Module 4: Summary

**Now that you have completed the Creating Receivables module, you should be able to:**

- **Describe the different available methods of entering payments into PeopleSoft.**
- **Evaluate and solve deposit errors.**

6

# Advanced Accounts Receivable Processes

- Objectives
- Key Terms
- Lesson One: Advanced Accounts Receivable Processes
- Summary

# Module 5: Objectives

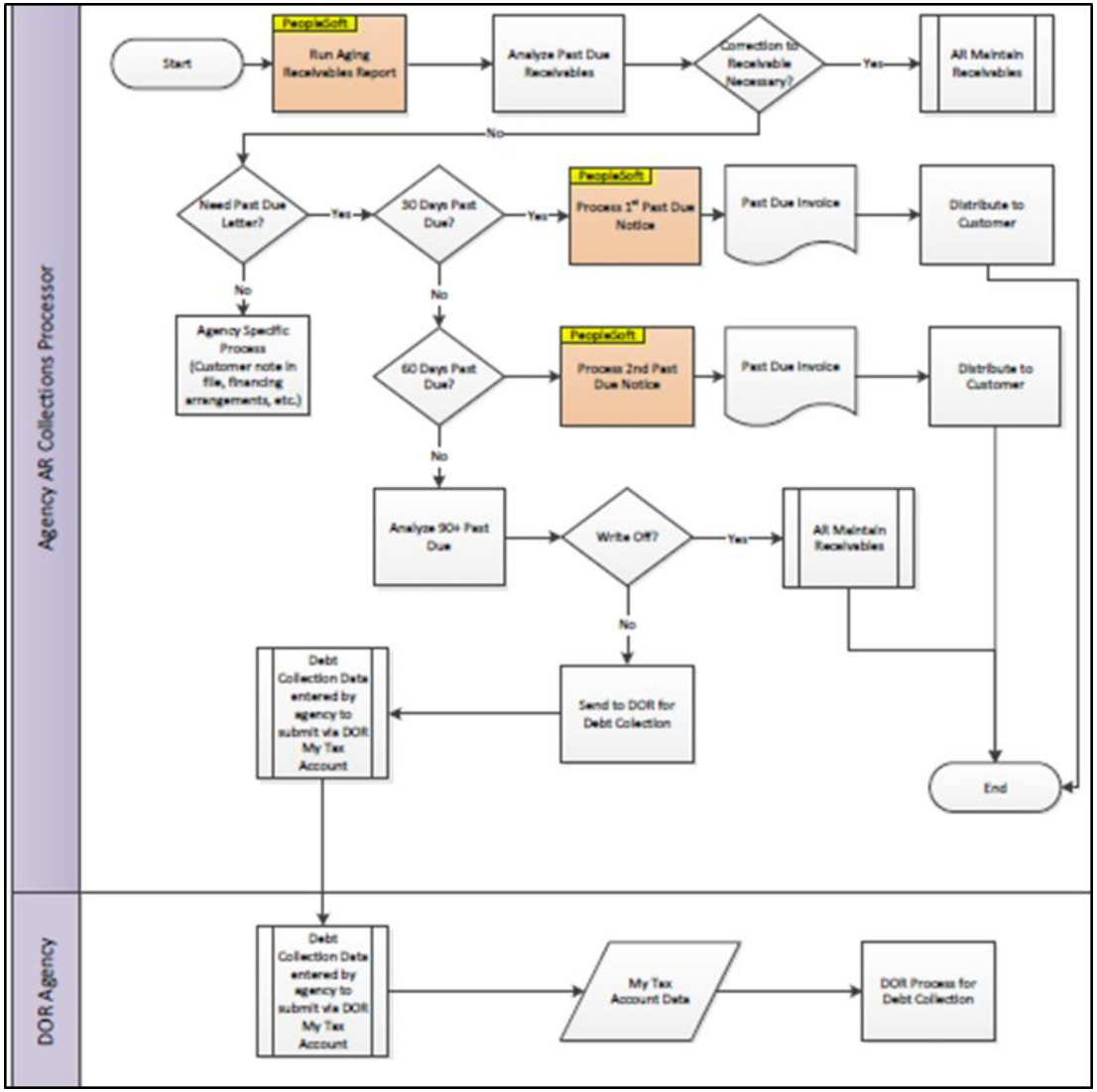
**After completing this module, the user will be able to:**

- Process an aging request.
- Run the Aging Summary by Unit report.
- Process and print dunning letters.
- Generate and print overdue charge invoices.
- Process and print customer statements.

# Module 5: Key Terms

| Term | Definition |
|---|---|
| **Aging** | Process of categorizing receivables based on the number of days that they have been outstanding |
| **Customer Statement** | Process used to extract data from customer and item records and populate Statement records |
| **Dunning Letters** | Process of creating and forwarding past due notices to customers. Dunning letters are sent out if receivables are left unpaid after a certain amount of time |

# Advanced Accounts Receivables Processes



# Advanced Accounts Receivables Processes

To place an item in collection:

Navigation: **Accounts Receivable** > **Customer Accounts** > **Customer Information** > **Account Overview**

The tabs across the top categorize the customer items. Each tab allows the user to select an item. Below is an example of the **Balance** tab.

| | Count | Amount | Currency |
|---|---|---|---|
| Pay History Days: | | 0.00 | |
| Credit Limit: | | 0.00 | USD |
| Balance: | 56 | 28,824.24 | USD |
| Past Due: | 26 | 20,454.24 | USD |
| Deductions: | 0 | 0.00 | USD |
| Disputed: | 2 | 60.00 | USD |
| Doubtful: | 0 | 0.00 | USD |
| Collections: | 2 | 400.00 | USD |
| Customer Deposits: | 0 | 0.00 | USD |
| Supplier Balance: | 0 | 0.00 | USD |
| High Balance YTD: | | 37,713.00 | USD |
| Sales YTD: | | 0.00 | USD |
| Last Year Sales: | | 0.00 | USD |

View Adjusted Balance  Pay Balance by Credit Card

Summary Aging  Find | View All  First 1-4 of 4 Last

| | | | |
|---|---|---|---|
| 01 Current | 37 | 14,729.24 | USD |
| 03 P 61-90 Da | 1 | 5,000.00 | USD |
| 04 P 91-120 | 2 | 10,000.00 | USD |
| 06 P 181-365 | 1 | 1,000.00 | USD |

Aging Chart

# Advanced Accounts Receivables Processes

Use **Details 1** tab under the **Item Maintenance** page to place the item into collection or dispute under Customer Relations.

Item Maintenance

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

Unit 37000 Customer ABC ABC Incorporated

Item ID 370-0000000003 Line Days Late 29 Status Open

Accounting Date 01/20/2015 Balance 1,000.00 USD Billing Unit 37000 Detail

Entry Type IN Original Amount 1,000.00 USD

Entry Reason STNRD

AR Dist Info AR

Discount Options

Due Date 02/19/2015 Due Days

Terms NET30 Discount Days

Discount Amount 0.00 Date

Discount Amount 1 Date 1

Always Allow Discount

As Of Date 01/20/2015 Posted 01/21/2015

Payment/Draft Options

Payment Method Check Pay By Credit Card

Draft Type 1 Preapproved?

Direct Debit Profile ID Create Document?

One Item per Draft?

Customer Relations

Dispute Reason DIS Date 03/20/2015

Dispute Amount 1000.00

Deduction Reason Date

Doubtful

Collection Code EXT Date 03/20/2015

Analyst CREDIT Credit Analyst

Collector DOR DOR

Sales Person JOHN TEST,JOHN

AR Specialist AR SPEC

Other Options

Revaluation Flag Available for Netting

Item Creation/Update Details

Created On 01/21/2015 12:56PM Last Modified On 02/24/2015 2:19PM

# Advanced Accounts Receivables Processes

The dunning process ensure that customers receive the correct communication for accounts receivable collection. The AR Dunning Process will extract customer data and populate pre-defined report layouts with extracted data.

Dunning Letters Parameters | Display Currency

Run Control ID NEXT Report Manager Process Monitor Run

Language English

Report Request Parameters

As of Date 03/16/2015 Use System Date

SetID SHARE State of Wisconsin

Unit 37000 Natural Resources

Customer ID

Correspondence Customer

Dunning Group All Groups

Use Severest Dunning Letter

Use Modest Dunning Letter

Save Notify Add Update/Display

Dunning Letters Parameters | Display Currency

# Advanced Accounts Receivables Processes

There are two types of statements:

- Open Item Statements
- Balance Forward Statements

Statements Parameters | Currency to Convert

Run Control ID NEXT Report Manager Process Monitor Run

Language English

Report Request Parameters

As of Date 03/16/2015 Use System Date

Unit 37000 Natural Resources

SetID SHARE State of Wisconsin

Customer

Correspondence Customer

Statement Group All Statement Groups

Balance Forward Due Date 03/16/2015

- [x] Open Item
- [ ] Open Item Include Drafts
- [x] Balance Forward
- [ ] Balance Forward Re-run

Save | Return to Search | Notify | Add | Update/Display

Statements Parameters | Currency to Convert

# Advanced Accounts Receivables Processes

Processing an aging request updates the age of outstanding accounts receivable items. When the Aging process is run, the accounting date or due date of and item is compared to the system date. This helps manage accounts receivable.

View Adjusted Balance  Pay Balance by Credit Card

Summary Aging  Find | View All  First 1-4 of 4 Last

| | | | |
|---|---|---|---|
| 01 Current | 37 | 14,729.24 | USD |
| 03 P 61-90 Da | 1 | 5,000.00 | USD |
| 04 P 91-120 | 2 | 10,000.00 | USD |
| 06 P 181-365 | 1 | 1,000.00 | USD |

Aging Chart

# Advanced Accounts Receivables Processes

The Overdue Charges process reviews open items and identifies the customers who are eligible for overdue charging. The system calculates overdue charges based on the number of days that an invoice is overdue.

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3

Group Unit 37000 Group ID 233

Accounting Date 03/06/2015 Approved By HASSEJXMBO

Group Type F Overdue Ch

Origin ID PS_AR PS AR

Currency

Control USD Format USD

Totals

| | | | |
|---|---|---|---|
| Control | 100.00 | *Count | 1 |
| Entered | 100.00 | Count | 1 |
| Difference | 0.00 | Count | 0 |
| Posted | 100.00 | Count | 1 |

Control Data

Received 03/06/2015
Entered 03/06/2015
Posted 03/06/2015
Assign HASSEJXMBO
User HASSEJXMBO

Group Status

Edit Status Edited
Balanced Yes
Posting Status Complete
Accounting Entries Balanced
Posting Action Do Not Post

Return to Search | Previous in List | Next in List | Notify | Previous tab | Next tab

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3

# Instructor Demonstration: Advanced Accounts Receivable

**Your instructor will show you how to perform a series of advanced accounts receivable processes in STAR while you follow along.**

# Instructor Demonstration: Debrief

1. **Which page is used in all of the above scenarios and allows the user to enter or update the server name and output type?**

# Summary: Advanced Accounts Receivables Processes

**Now that you have completed the Entering, Applying, and Reviewing Specific Deposits lesson, you should be able to:**

- **Run the Aging Process.**
- **Utilize the Collections Workbench.**
- **Interact with the customer through dunning letters and overdue charges.**
- **Understand statements.**

# Module 5: Summary

**Now that you have completed the Advanced Accounts Receivables Processes module, you should be able to:**

- **Describe and use the various methods to interact with the customer.**

# 7 Course Summary

- Objectives Achieved
- Next Steps
- Additional Resources
- Additional Questions
- Course Survey

# Objectives Achieved

**Congratulations! You have completed the Accounts Receivable and Billing course and should now be able to:**

- Identify changes from the existing State processes.
- Describe the billing end-to-end processes.
- Prepare the Interface and Manual Billing Entry.
- Generate and distribute invoices.

# Objectives Achieved (Cont.)

**Congratulations! You have completed the Accounts Receivable and Billing course and should now be able to:**

- State how to enter and post receivables.
- Recognize the deposit end-to-end processes.
- Explain the processes for entering, applying, and reviewing specific deposits.

# Next Steps

**Now that you have completed the course, make sure that you complete the following tasks:**

- Course assessment
- Course evaluation
- Log off your workstation

# Additional Resources

**The following resources are available to increase your understanding of the lessons covered in this course:**

- STAR User Productivity Kits
- STAR Job Aids

**For additional Information:**

- STAR Project Website: starproject.wi.gov
- STAR Intranet: http://starconnection.wi.gov/Team

# Additional Questions