



**State of Wisconsin
Department of Administration**

**FIN304: Accounts Receivable and
Billing
Training Guide**

Version 1.0



Table of Contents

Course Introduction	2
Activities	6
Module 1: Customers in STAR Overview	7
Changes to the Existing State Processes.....	8
Module 2: Billing	11
Billing End-to-End Processes.....	13
Preparing for Interface and Manual Billing Entry	15
Generating and Distributing Invoices	26
Making Adjustments to Invoices.....	38
Module 3: Creating Receivables	48
Entering and Posting Receivables	49
Module 4: Creating and Maintaining Deposits	65
Deposit End-to-End Processes	66
Entering, Applying, and Reviewing Specific Deposits	70
Module 5: Advanced Account Receivables Processes	88
Advanced Account Receivables Processes	89
Course Summary	101
Reference Materials	102
Glossary	107

Course Introduction

Introduction

The Accounts Receivable and Billing course discusses the Accounts Receivable and Billing processes. It provides an in-depth view of Accounts Receivable (AR) and Billing as it pertains to customers, deposits, and receivables.

This course consists of the following modules:

- Module 1: Customers in STAR Overview
- Module 2: Billing
- Module 3: Creating Receivables
- Module 4: Creating and Maintaining Deposits
- Module 5: Advanced Accounts Receivable Processes

Objectives

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

- Identify changes to the existing State processes for customer creation.
- 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.
- Explain the processes for entering, applying, and reviewing specific deposits.

Course Introduction (Cont.)

Roles and Responsibilities

The following roles are associated with this course:

Accounts Receivable Roles and Responsibilities

- **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.
- **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.
- **Collections Approver:** The Agency AR Collections Approver will be 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:** The Agency AR Collections Processor will be responsible for generating customer interactions, including dunning letters and customer conversations. The Agency AR Collections Processor may also update the status of posted items (i.e., note an item in Dispute or for Collections). The Agency AR 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:** The Enterprise Confidential Customer Processor will have the ability to add, update, and view customer social security numbers or customer taxpayer identification numbers.
- **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.

Course Introduction (Cont.)

Roles and Responsibilities

- **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.
- **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 Manager:** The State AR Configuration Maintainer will be responsible for adding and updating configuration elements for the Accounts Receivable Module.

Billing Roles and Responsibilities:

- **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.
- **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.

Course Introduction (Cont.)

Roles and Responsibilities

- **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 Billing Configuration Manager will be responsible for adding and updating configuration elements for the billing module

Activities

Introduction

You will take part in three levels of group and individual activities throughout this course: Instructor Demonstrations, Training Exercises, and Challenges. The definitions and descriptions of each are below.

Activity 1: Instructor Demo



Instructor demonstration activities involve a walk-through of procedures. Your instructor will show you how to perform these activities while you follow along.

Activity 2: Training Exercises



You will determine how to perform an activity by following either the User Productivity Kits (UPKs) or data sheets, and by using the training materials as reference tools. You can perform Training Exercises individually or in groups, as directed by your instructor.

Activity 3: Challenges



Challenges do not contain step-by-step instructions. Instead, this is a self-led activity in which you will be provided the minimum amount of information required to perform a transaction. You also may refer to the provided data worksheet for this activity. This document provides all the information you need to complete the activity.

Module 1: Customers in STAR Overview

Objectives After completing this module, you will be able to:

- Identify changes to the existing State processes.

Lessons This module includes the following lessons:

- Changes to the Existing State Processes

Key Terms The following key terms are used in this module:



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.
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 to the Existing State Processes

Lecture

In both WiSMART and the new STAR system, customers must be created prior to any transactions, in either Accounts Receivable or Billing, being processed. Customers are individuals, agencies, or other organizations in which the State of Wisconsin bills in exchange of a good or service. A customer must be created to support functions, such as: invoice generation, receipts, and collections.

However, in STAR, customers are not maintained at the agency level. Instead, agencies will fill out a form found on the STAR SharePoint. These forms will detail the customer's information and will be sent to State Customer Processors, who will then either add or update the customers' information into a central database managed by the Department of Administration (DOA). This central database can be viewed by any agency and adjustments to customer information can be made at any time. This database provides consistent customer information for the user and eliminates the need for duplicate entries if more than one agency performs a transaction with the same customer.

Once the customer has been created, STAR will also create a designated contact to ensure a line of communication is available between the agency and the customer.

The one exception to using this centralized database occurs when an agency performs transactions with confidential customers. In the case of a confidential customer, individual agencies will add the information into the STAR system. This information will only be available for viewing by the agency that originally entered the customer into the customer database.

Note: If you wish to know more about requesting or creating a customer in STAR, please refer to the **Requesting a Customer** and **Creating a Customer** STAR job aids.

Lesson Summary

Objectives Achieved



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

Objectives Achieved



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.

Module 2: Billing

Objectives

After completing this module, you will be able to:

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

Lessons

This module includes the following lessons:

- Billing End-to-End Processes
- Preparing for Interface and Manual Billing Entry
- Generating and Distributing Invoices
- Making Adjustments to Invoices

Key Terms

The following key terms are used in this module:



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 Cycle	Bill Cycles are the category of the kind of bill, e.g., Standard Bills, Recurring Bills, or Installment 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.
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.
Billing Interface	The Billing Interface enables automatic creation of a bill using external data.

Module 2: Billing (Cont.)

Key Terms



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

Billing End-to-End Processes

Lecture

PeopleSoft Billing processes bill information to create invoices. This allows the State to standardize, automate, and optimize its billing activities. Within Billing, there are two key business processes:

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

The Billing Processor will be able to create standard, recurring, and installment bills by receiving information from both PeopleSoft and non-PeopleSoft applications. These bills will then be validated and processed to create invoices. Invoices are sent to the appropriate customers and accounting entries are automatically created accordingly within the General Ledger.

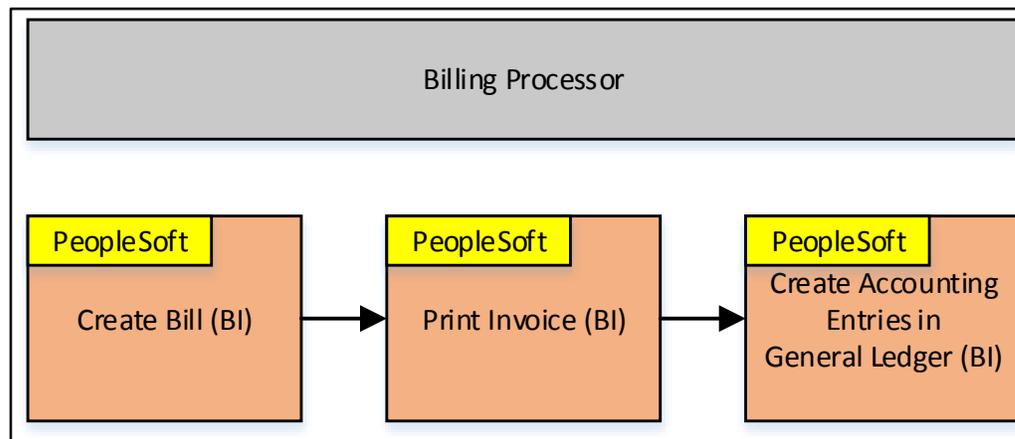


Figure 3: Billing End-to-End

One of the changes in PeopleSoft is the use of InterUnit Billing. InterUnit Billing is a process that occurs when one state agency bills another for goods or services. PeopleSoft will automatically recognize any billing between agencies as InterUnit, provided the customer has been appropriately set up in PeopleSoft. More information on InterUnit Billing will be provided in a later course.

Lesson Summary

Objectives Achieved



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

Lecture

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, such as PeopleSoft Project Costing.
- Online Bill Entry
 - Online bill entry is the manual method of entering bill header and line information into the system. Bill headers contain the information that applies to the whole invoice and bill line information applies to the specific items that are being billed.

The Billing Interface tables act as a staging area for external information. Once the information is loaded into the staging tables, the Billing Interface process performs the following tasks:

- Validates the data.
 - If an error does exist, the user must search for the source of the error and correct it within PeopleSoft.
- Converts the information into a bill structure.
- Establishes whether the bill lines brought in by the billing interface should be added to an existing bill or added to a new bill.
- Processes adjustments.

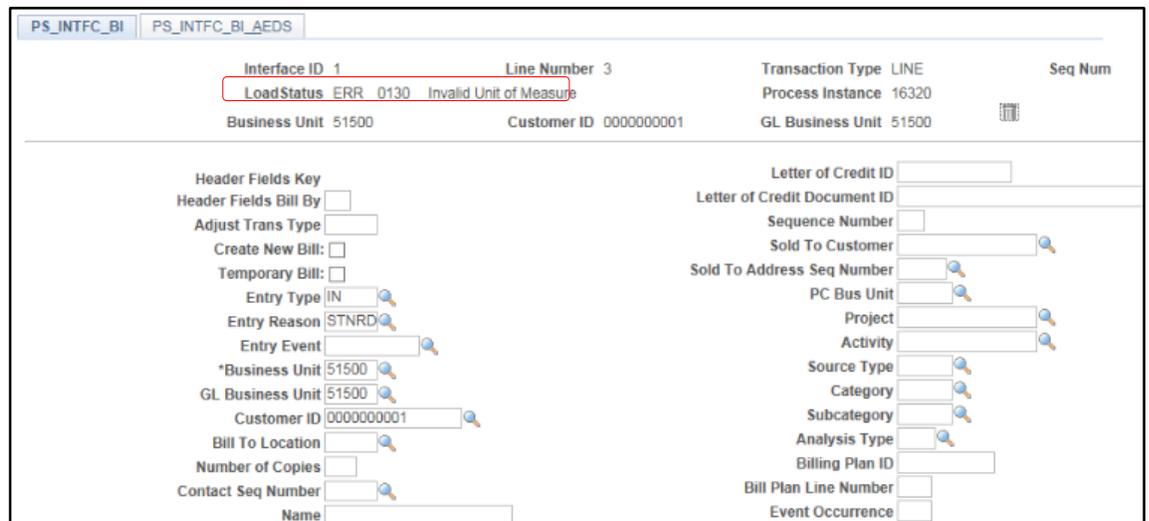
Preparing for Interface and Manual Billing Entry (Cont.)

Lecture

If an error does exist within the Interface, it will mark the LoadStatus as *ERR* and offer a specific code, which identifies the error's reason.

To correct an error the user can identify either the Interface ID or Business Unit which contains the error and change the appropriate fields by using the **Correct Interface Errors** page. On this page, the user is able to adjust any of the fields that have been generated by the Interface with an appropriate value; however, the user should use the LoadStatus code to identify the inaccurate field.

Navigation: **Billing > Interface Transactions > Correct Interface Errors**



The screenshot shows the 'Billing Interface' with a table of interface transactions. The table has columns for Interface ID, Line Number, Transaction Type, Process Instance, and Seq Num. The first row shows Interface ID 1, Line Number 3, Transaction Type LINE, Process Instance 16320, and Seq Num. Below the table, there is a form with various fields for editing. The 'LoadStatus' field is highlighted in red and contains the error code 'ERR 0130 Invalid Unit of Measure'. Other fields include Business Unit (51500), Customer ID (0000000001), GL Business Unit (51500), and various header fields like Entry Type, Entry Reason, and Entry Event.

Figure 4: Billing Interface

1. View the Billing Interface.
2. Identify the error that has occurred by looking at the LoadStatus ERR code (called out in student guide picture).
3. Make an appropriate change within the ChartField that is causing the error.
4. Click **Save**.

While the Billing Interface is an acceptable method of entering new bill information for specific types of bills, such as General Services Bills (GSB), most State of Wisconsin Agencies will manually enter bills online. The online entry allows the user to bypass the Billing Interface by entering the bills directly into the system.

Preparing for Interface and Manual Billing Entry (Cont.)

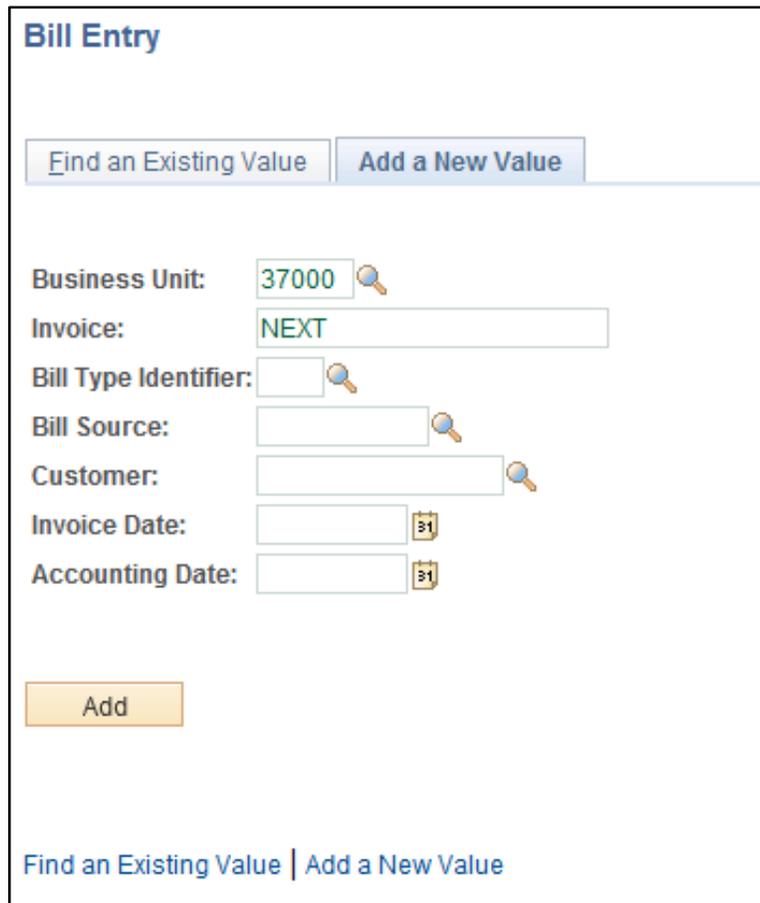
Lecture

To begin an online bill entry, the user must create a bill header. A bill header provides information about an entire 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.

Navigation: **Billing > Maintain Bills > Standard Billing**

The **Bill Entry** page offers the user the ability to input general information about the bill, such as: Business Unit, Invoice ID, Bill Type Identifier, Bill Source, Customer, and Invoice and Accounting Dates. The user may either accept the system-generated NEXT invoice number, or create their own unique invoice number.



The screenshot shows the 'Bill Entry' form with the following fields and values:

Field	Value
Business Unit	37000
Invoice	NEXT
Bill Type Identifier	
Bill Source	
Customer	
Invoice Date	
Accounting Date	

Buttons: Find an Existing Value, Add a New Value, Add

Figure 5: Bill Entry Page

Preparing for Interface and Manual Billing Entry (Cont.)

Lecture

The Header page restates much of the same information that was inputted in the Bill Entry page. However, the Header page allows the user to input more detailed information about the bill, such as the Bank Account of the customer or the current status of the bill. On this page, the user can also determine whether a bill is an installment, recurring, or a standard bill. Once the appropriate information is inputted, the user can save the entry and click the **Address** link near the bottom of the page to verify information.

The screenshot displays the 'Header - Info 1' page with the following details:

- Unit:** 37000
- Invoice:** NEXT
- Pretax Amt:** 0.0
- Status:** NEW
- *Type:** [Empty]
- *Customer:** [Empty] (with a 'View Activity' dropdown)
- *Invoice Form:** [Empty]
- Accounting Date:** [Empty]
- Remit To:** [Empty]
- Sales:** [Empty]
- Credit:** [Empty]
- Billing Specialist:** [Empty]
- Invoice Date:** [Empty]
- Source:** [Empty]
- SubCust1:** [Empty]
- From Date:** [Empty]
- Pay Terms:** [Empty]
- Bank Account:** [Empty]
- Bill Inquiry Phone:** [Empty]
- Collector:** [Empty]
- Billing Authority:** [Empty]

Navigation and Action Elements:

- Go to:** Header Info 2, **Address** (highlighted), Copy Address
- Notes:** Express Entry
- Summary:** Bill Search, Line Search, **Navigation** Header - I
- Buttons:** Save, Notify, Refresh

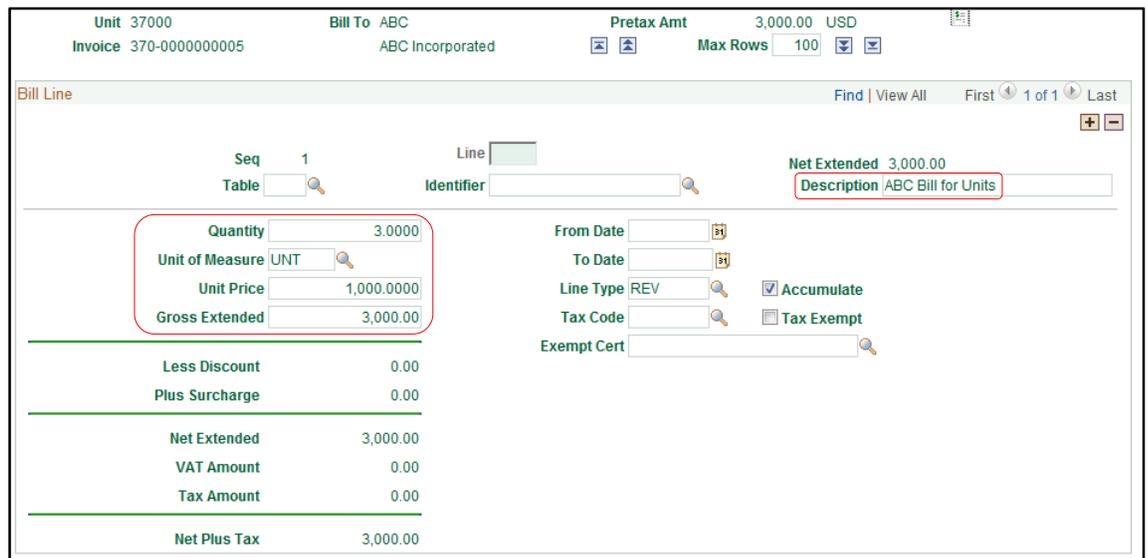
Figure 6: Header Page

Preparing for Interface and Manual Billing Entry (Cont.)

Lecture

Once the Bill Header is created, the user must also complete the Bill Line page. The data from the Bill Line page corresponds to an individual line of a bill and includes fields such as **Quantity**, **Unit of Measure**, and **Unit Price**. The user must input the following line data on this page:

- Charge identifiers
- Descriptions
- Pricing
- General Ledger account codes
- Line notes



Unit 37000 Bill To ABC Pretax Amt 3,000.00 USD
 Invoice 370-0000000005 ABC Incorporated Max Rows 100

Bill Line Find | View All First 1 of 1 Last

Seq 1 Line
 Table Identifier Net Extended 3,000.00
 Description ABC Bill for Units

Quantity	3.0000
Unit of Measure	UNT
Unit Price	1,000.0000
Gross Extended	3,000.00

From Date To Date
 Line Type REV Accumulate
 Tax Code Tax Exempt
 Exempt Cert

Less Discount	0.00
Plus Surcharge	0.00
Net Extended	3,000.00
VAT Amount	0.00
Tax Amount	0.00
Net Plus Tax	3,000.00

Figure 7: Bill Line

Preparing for Interface and Manual Billing Entry (Cont.)

Lecture

The Accounting page provides the user the ability to enter information into ChartFields to designate which accounts will be affected by the bill. For some agencies, a code will be created which, once populated, will also populate all of the other appropriate ChartField values. If a code is not available, the user must manually enter the accounting information appropriately.

The screenshot displays the 'Acctg - Rev Distribution' page. At the top, it shows 'Unit 37000', 'Invoice NEXT', 'Bill To ABC', 'ABC Incorporated', 'Pretax Amt 0.00 USD', and 'Max Rows 100'. The 'Bill Line' section shows 'Seq 1' and 'Net Extended 0.00'. Below this is a table titled 'Acctg Information' with columns: Code, Bud Ref, Fund, Appropriation, Dept, Account, Program, and Oper Un. A red box highlights the 'Code' column. Below the table, there are summary fields: 'Percent 0.00', 'Amount 0.00', and 'Gross Extended 0.00'. At the bottom, there are navigation options: 'Go to: Line Info 2', 'Tax', 'Accounting', 'Discount/Surcharge', 'Notes', 'Express Entry', 'Summary', 'Bill Search', 'Line Search', and a 'Navigation' dropdown set to 'Acctg - Rev Distribution'.

Figure 8: Accounting Information

Once the Bill Header, Line, and Accounting pages have been filled and saved, the billing process is completed. Following this, the bill must be finalized and created into an invoice. This process will be covered in the following lesson.

Instructor Demonstration: Creating Bills

Scenario



In the following scenarios, you will be creating bills using both the online entry and the Billing Interface.

Instructions

Your instructor will show you how to perform bill creation while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant Resources

Use the following UPKs:

- Viewing Interface Completions
- Viewing Billing Interface Errors
- Correcting Billing Interface Errors
- Viewing Bill Summary Information

Instructor Demonstration: Creating Bills

Debrief



1. What does a LoadStatus displaying “ERR” Indicate?

2. Where should the user first look to identify what needs to be corrected within the Billing Interface?

Training Exercise: Bill Entry and Processing

Scenario



In the following activities, the user will process and manually enter new bill information into the system so it can be ready for invoice generation.

Instructions

This activity will be performed Individually; you must complete it on your classroom workstation using the PeopleSoft training environment. Your instructor will tell you how to log into PeopleSoft.

You will determine how to perform the activity by following the data sheet, and by using the training materials as reference tools.

There are faculty members in the room to assist if you have questions.

Relevant Resources

Use the following UPKs:

- Viewing Interface Completions
- Viewing Billing Interface Errors
- Correcting Billing Interface Errors
- Viewing Bill Summary Information

Training Exercise: Bill Entry and Processing

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?

Lesson Summary

Objectives Achieved



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.

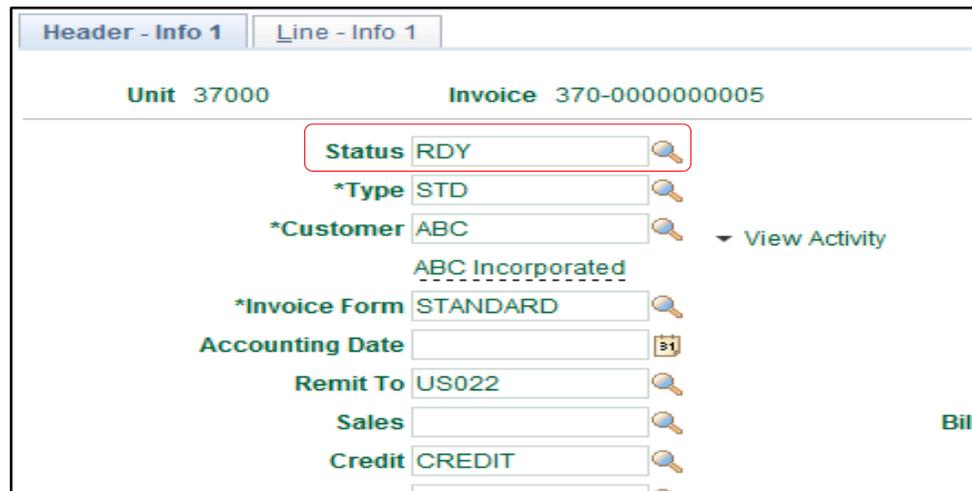
Generating and Distributing Invoices

Lecture

Once a bill has had the Header, Line, and Accounting pages filled, the bill status can be changed to *RDY* (Ready). This indicates the bill is ready for the Finalization process and serves as the approval process for all bills.

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

- The Automatic Batch Process, which will be run every 24 hours and will automatically change every bill in *New* status to *RDY* status.
- Manually adjusting a single bill status is possible by entering *RDY* into the **Status** ChartField within the Bill Header page.



The screenshot displays the 'Header - Info 1' tab of a bill header page. The unit is 37000 and the invoice number is 370-0000000005. The 'Status' field is highlighted with a red box and contains the value 'RDY'. Other fields include '*Type' (STD), '*Customer' (ABC), '*Invoice Form' (STANDARD), 'Accounting Date', 'Remit To' (US022), 'Sales', and 'Credit' (CREDIT). A 'View Activity' link is visible next to the customer name.

Figure 9: RDY Status

Generating and Distributing Invoices (Cont.)

Lecture

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**

Once the user has navigated to the **Change Status of Bills** page, he or she can click on the **Report Manager** hyperlink to view batch processes that have been completed.

Figure 10: Change Status

From the Report Manager, the user can click the **Administration** tab and find the appropriate Invoice Change Status report. Click the **Details** link to locate and open a PDF file which details the results of the daily report.

View Reports For							
User ID	TrainUser09	Type		Last		1	
Status		Folder		Instance		to	
Report List							
Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	16744	19988	Invoice Status Change	03/19/2015 2:56:57PM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	16734	19978	Invoice Bursting Program	03/19/2015 11:56:44AM	Text Files (*.bt)	Posted	Details
<input type="checkbox"/>	16724	19968	Print Portrait style invoices.	03/19/2015 11:56:44AM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	16723	19967	Print Landscape Invoices	03/19/2015 11:56:44AM	Acrobat (*.pdf)	Posted	Details

Figure 11: Report Manager

Generating and Distributing Invoices (Cont.)

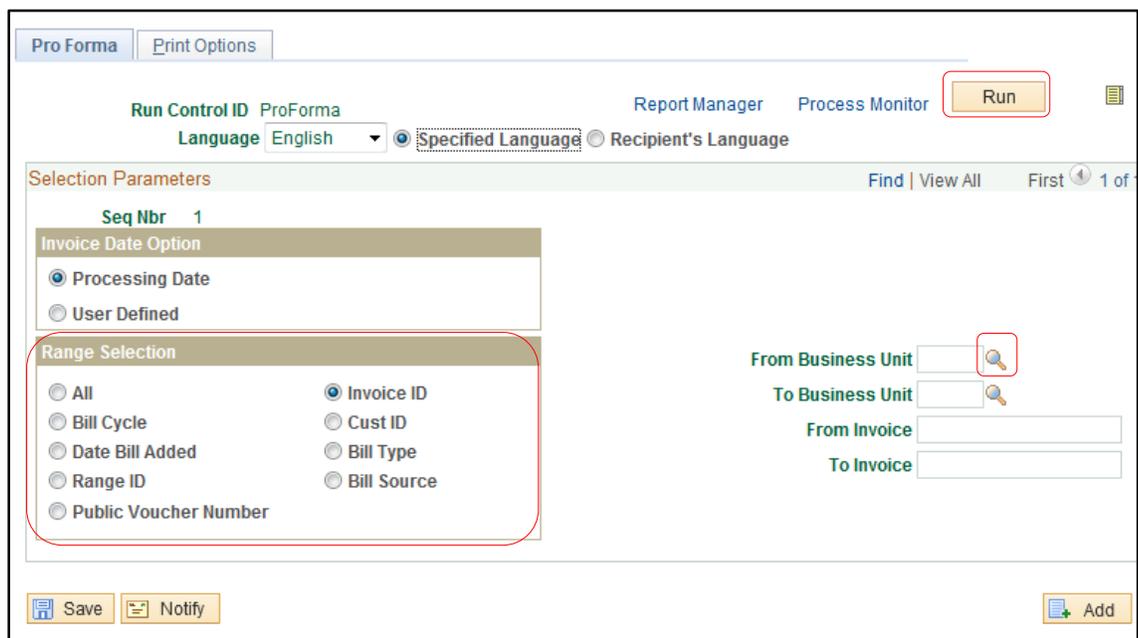
Lecture

Once the bills are set as *RDY*, the Finalization process is able to occur. The Finalization process converts a bill into an invoice. This is the concluding step before invoices are sent to customers. In PeopleSoft, there are two steps in conducting the Finalization process:

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

The Pro Forma process enables the user to view invoices before finalizing the bill. Using this program, the user is able to make changes to the bill and reprocess it as often as needed, making it easy to ensure all of the correct information is displayed on the invoice.

Navigation: **Billing > Generate Invoices > Non-Consolidated > Print Pro Forma**



The screenshot displays the 'Pro Forma' interface. At the top, there are tabs for 'Pro Forma' and 'Print Options'. Below the tabs, the 'Run Control ID' is set to 'ProForma'. There are buttons for 'Report Manager', 'Process Monitor', and 'Run'. The 'Language' is set to 'English', and there are radio buttons for 'Specified Language' (selected) and 'Recipient's Language'. The 'Selection Parameters' section includes a 'Seq Nbr' of 1 and an 'Invoice Date Option' with 'Processing Date' selected. The 'Range Selection' section is highlighted with a red box and contains radio buttons for 'All', 'Bill Cycle', 'Date Bill Added', 'Range ID', 'Public Voucher Number', 'Invoice ID' (selected), 'Cust ID', 'Bill Type', and 'Bill Source'. To the right, there are input fields for 'From Business Unit', 'To Business Unit', 'From Invoice', and 'To Invoice', with search icons next to the first two. At the bottom, there are 'Save', 'Notify', and 'Add' buttons.

Figure 12: Pro Forma

After selecting the appropriate Business Unit and Range Selection, the user can view all of the bills meeting the search criteria by clicking **Bills to Be Processed** to the right of **Run**. Click **Run** to begin the Pro Forma process.

Generating and Distributing Invoices (Cont.)

Lecture

Once the user has identified all of the appropriate bills using the **Bills to Be Processed** page, the program’s Pro Forma action can be utilized. To do so, click **Run** on the Pro Forma screen on the previous page. From the Process Scheduler Request, check the **Proforma & Print** box and then, after selecting the appropriate output type, click **OK** at the bottom of the page.

Process Scheduler Request

User ID TrainUser09
Run Control ID ProForma

Server Name
Run Date
Reset to Current Date/Time

Recurrence
Run Time

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	Pre-process & Finalization	BIIVC000	Application Engine	Web	TXT	Distribution
<input checked="" type="checkbox"/>	Proforma & Print	BIJOBP01	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Invoice w/SQR	BIPJ10	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print XMLP PSA03 Invoice	BIPJ100	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Grants Invoice w/SQR	BIPJ20	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print SF1080/81 Invoice w/SQR	BIPJ30	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Invoice w/XML Publisher	BIPJ50	PSJob	(None)	(None)	Distribution

Figure 13: Process Scheduler Request

Generating and Distributing Invoices (Cont.)

Lecture

The Single-Action Invoicing process combines a series of processes that would need to be run manually with a single click. This will also be ran as a daily batch process.

In particular, Single-Action Invoicing:

- 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.

Upon accessing the Single Action Invoice page, the user is able to define the bills that should be processed into an invoice. The user should change the Posting Action to **Batch Standard** prior to running the process. Once the user identifies the bills to be processed, he or she can process multiple bills at once by using one of the range selection criteria. Once all of the appropriate fields have been populated and the user has checked the **Bills to be Processed** page, the user can click **Run** to begin the Single Action Invoice process.

Navigation: **Billing > Generate Invoices > Non-Consolidated > Single Action Invoice**

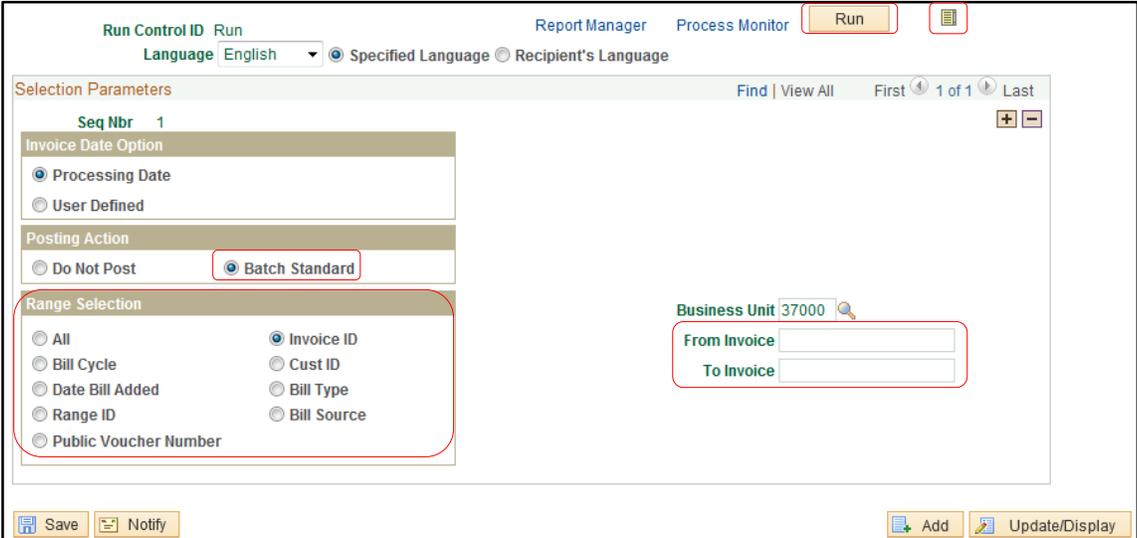


Figure 14: Single Action Invoice

Similarly to the Pro Forma process, the Single Action Invoice also uses the Process Scheduler Request page. On this page, check the **Single Action w/ Comm Cntl** box, select the appropriate invoice type from the dropdown table, and click **OK** at the bottom of the page.

Generating and Distributing Invoices (Cont.)

Lecture

Once a bill has been successfully invoiced, it is ready to be printed and distributed to the associated customers.

If the bill was invoiced using the batch Single-Action Invoicing process, the default distribution method will need to have the invoice printed by the Print Center and it will then be distributed. Methods for email functionality exists as well, but this requires the user to set up a contact email for the customer. The process for setting up customer contact information can be found within the *Entering and Updating Customer Information* lesson.

Generating and Distributing Invoices (Cont.)

Lecture

Sometimes, bills need to be adjusted due to a change in the billing terms or a mistake was made by a user. PeopleSoft recognizes the importance of identifying these bills and provides the user the ability to find these bills by using the **Bills Not Invoiced** page.

Navigation: **Billing > Locate Bills > Bills Not Invoiced**

Bills Not Invoiced

*Unit: 37000 *Currency Option: Transaction Currency
 *Bill To: Customer *ID: ABC Search

5,850.00 / 5,850.00 1 To 5 Of 5

Bill Search Results Personalize | Find | View All | [Print] | First

Select	Type	Status	Source	Invoice	Template Invoice Flag	Invoice Date	Invoice Amount	Currency	Created By
<input checked="" type="checkbox"/>	STD	RDY		370-0000000008	N		0.00	USD	TrainUse
<input type="checkbox"/>	STD	RDY		370-0000000007	N		0.00	USD	TrainUse
<input type="checkbox"/>	STD	NEW		370-0000000006	N		3,150.00	USD	TrainUse
<input type="checkbox"/>	STD	NEW		370-0000000005	N		2,700.00	USD	TrainUse
<input type="checkbox"/>	STD	NEW		370-0000000004	N		0.00	USD	TrainUse

Summary Header Info 1 Address Copy Address Header Notes
 Line Info 1 Tax Accounting Discount/Surcharge Line Notes

Figure 15: Bills Not Invoiced

From the **Bills Not Invoiced** page, the user is able to identify all of the bills that have not yet been invoiced and meet the specific search criteria set by the user. Once the user has identified the specific bill that needs adjusting, he or she can select a bill and choose the particular area requiring changes from the hyperlinks near the bottom of the page. The user will then be redirected to the appropriate billing page. These pages will be identical to the pages used when originally entering the bill.

Instructor Demonstration: Printing a Pro Forma Invoice

Scenario



In this scenario, you have a bill that contains a large number of items. Before generating an invoice, you want to ensure that the data and totals are correct. Use a print pro forma invoice to ensure all necessary information is correct.

Instructions

Your instructor will show you how to perform printing pro forma invoice while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant

Use the following UPK:

Resources

- Printing a Pro Forma

Instructor Demonstration: Printing a Pro Forma Invoice

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

Scenario



In these activities, you will have numerous exercises regarding preparing and converting bills into invoices.

Instructions

This activity will be performed in groups; you must complete it on a classroom workstation using the PeopleSoft training environment. Your instructor will tell you how to log into PeopleSoft.

You will determine how to perform the activity by following the data sheet, and by using the training materials as reference tools.

There are faculty members in the room to assist if you have questions.

Relevant

Resources

Use the following UPK:

- Printing a Pro Forma

Training Exercise: Generating Invoices

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?

Lesson Summary

Objectives Achieved



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

Lecture

As stated previously, bills will sometimes require adjustments. However, when an invoice requires adjusting, the user can make these changes directly through PeopleSoft Billing. In Billing, any entry in the system, even those that have already been partially or fully paid, has the capability of being adjusted. The only exception to this belongs to consolidated bill headers. This gives the user a wide range of options for the user in creating adjustments, 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.

Adjustments are able to be made to a bill at any time; however, any adjustment will delete the current bill and create a new one to take its place.

Making Adjustments to Invoices (Cont.)

Lecture

When crediting an entire bill, it reverses the original invoice and adjusts the General Ledger accounting entries accordingly. There are two options available for crediting an entire bill:

- Creating a credit that only reverses the original invoice.
- Creating a credit for the original invoice and creating a copy of the original invoice to modify to reflect the correct billing information.

Navigation: **Billing > Maintain Bills > Adjust Entire Bill**

The Adjust Entire Bill page allows the user to select the necessary adjustment action for a particular bill. An adjustment reason is also necessary for any changes that are made to a bill.

If a user selects Credit Entire Bill as their adjustment action, he or she must click **Save** to complete the action.

If a user selects Credit & Rebill, he or she must click **Save** to produce the **Header Info 1** link on the Credit Bill.

Adjust Entire Bill

Unit 37000	Bill To ABC	ABC Incorporated
Invoice 370-0000001	Invoice Amt 1,000.00	USD

<p style="margin: 0;">Select Bill Adjustment Action</p> <p><input checked="" type="radio"/> No Bill Action</p> <p><input type="radio"/> Credit Entire Bill</p> <p><input type="radio"/> Credit & Rebill</p>	<p style="margin: 0;">Adjustment Results</p> <p>*Credit Bill 370-0000000009 Header Info 1</p> <p>Rebill Bill 370-0000000010 Header Info 1</p>
<p style="margin: 0;">Rebill Default Action</p> <p><input type="radio"/> Retain Original Invoice Value</p> <p><input type="radio"/> Use Current Customer Value</p>	<p style="margin: 0;">Adjustment Reason WRONG_AMT</p>

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

Figure 16: Adjust Entire Bill

Making Adjustments to Invoices (Cont.)

Lecture

Upon clicking the **Header Info 1** link, the user is able to view all of the general information attributed to the bill, as well as specific Line information towards the bottom of the screen. From here, the user can make appropriate adjustments to the bill and set the status back to *RDY* to indicate that these adjustments have been made and the bill is, once again, ready for invoicing. On this page, the user is also able to adjust the status to *CAN* if the bill has been cancelled.

Billing General			
Unit	37000	Invoice	370-0000000009
		Pretax Amt	-1,0
Bill Status		RDY	Invoice Date
*Bill Type		STD	Bill Source
Cycle ID			*Frequency
*Invoice Form		STANDARD	Once
Customer Information			
*Customer		ABC	SubCust1
		ABC Incorporated	SubCust2
Address			
Payment Information			
Header Detail			
Lines to Add		5	+
			-
			📄
Bill Lines			
Charge Details	Net Amount	Line Information	Shipment

Figure 17: Header Info

Making Adjustments to Invoices (Cont.)

Lecture

While adjusting an entire bill can be useful, sometimes a bill only needs adjustments within the bills lines. In this case, using the process detailed above may be too time consuming. Using the lines adjustment action allows the user to search and adjust specific lines, without needing to adjust any other information.

Navigation: **Billing > Maintain Bills > Adjust Selected Bill Lines**

The **Adjust Selected Bill Lines** page allows the user to make adjustments to and add additional lines. The tabs organize the line information so the user can easily view and adjust any areas needing attention.

Adjust Selected Bill Lines

Unit 37000 Bill To AE

Invoice 370-0000000003 Invoice Amt 1,

Line Adjustment Parameters

No Bill Action
 Adjust Selected Lines
 Add to Existing Bill

Line Opt Create Net Adjustment Only

Adjustment Reason Default

Select Bill Lines

Line Details | References | Dates | Line Amounts

Select	Line	Seq	Identifier	Description
<input type="checkbox"/>	1	1	TEST_BUDGET_CHECK	Test_Budget_ch

Select All Clear All

Figure 18: Adjust Bill Lines

Instructor Demonstration: Adjusting Invoices

Scenario



In these scenarios, you will be making adjustments to bills using a variety of methods to adjust a current bill.

Instructions

Your instructor will show you how to adjust an invoice while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant

Use the following UPKs:

Resources

- Crediting an Entire Bill
- Crediting a Bill and Rebill
- Crediting a Bill Line and Applying to an Existing Bill
- Researching and Updating Non-Invoiced Bill Lines
- Researching and Updating Non-Invoiced Bills

Instructor Demonstration: Adjusting Invoices

Debrief



1. What must the status of a bill be to credit an entire bill?

2. When would you use a Credit and Rebill function?

3. When updating Non-Invoiced bills, what information entered is different from the original entry process?

Training Exercise: Adjusting Invoices

Scenario



In this scenario, one of your customers informs you they have received an invoice by mistake. You must take necessary actions to correct this error.

Instructions

This activity will be performed in groups; you must complete it on a classroom workstation using the PeopleSoft training environment. Your instructor will tell you how to log into PeopleSoft.

You will determine how to perform the activity by following the data sheet, and by using the training materials as reference tools.

There are faculty members in the room to assist if you have questions.

Relevant Resources

Use the following UPK:

- Crediting a Bill and Rebill
- Crediting a Bill Line and Applying to an Existing Bill

Training Exercise: Generating Invoices

Debrief



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

2. How was the invoice remedied?

Lesson Summary

Objectives Achieved



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

Objectives Achieved



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.

Module 3: Creating Receivables

Objectives

After completing this module, you will be able to:

- Enter and post receivables

Lessons

This module includes the following lessons:

- Entering and Posting Receivables

Key Terms



The following key terms are used in this module:

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

Entering and Posting Receivables

Lecture

Prior to STAR, entering and posting receivables was a multi-step process depending on the system(s) being used by agencies. Moving forward, an account receivable entry must be established in PeopleSoft in one of these three ways:

1. Manual online entry
2. Interfaced through PeopleSoft Billing
3. Imported from external systems receivables

Once an AR is in PeopleSoft, the account receivable entry will then be posted to update the customer balance and create the accounting entries that transfer to the general ledger. The steps surrounding creation and posting of receivables are highlighted in the business process flow below.

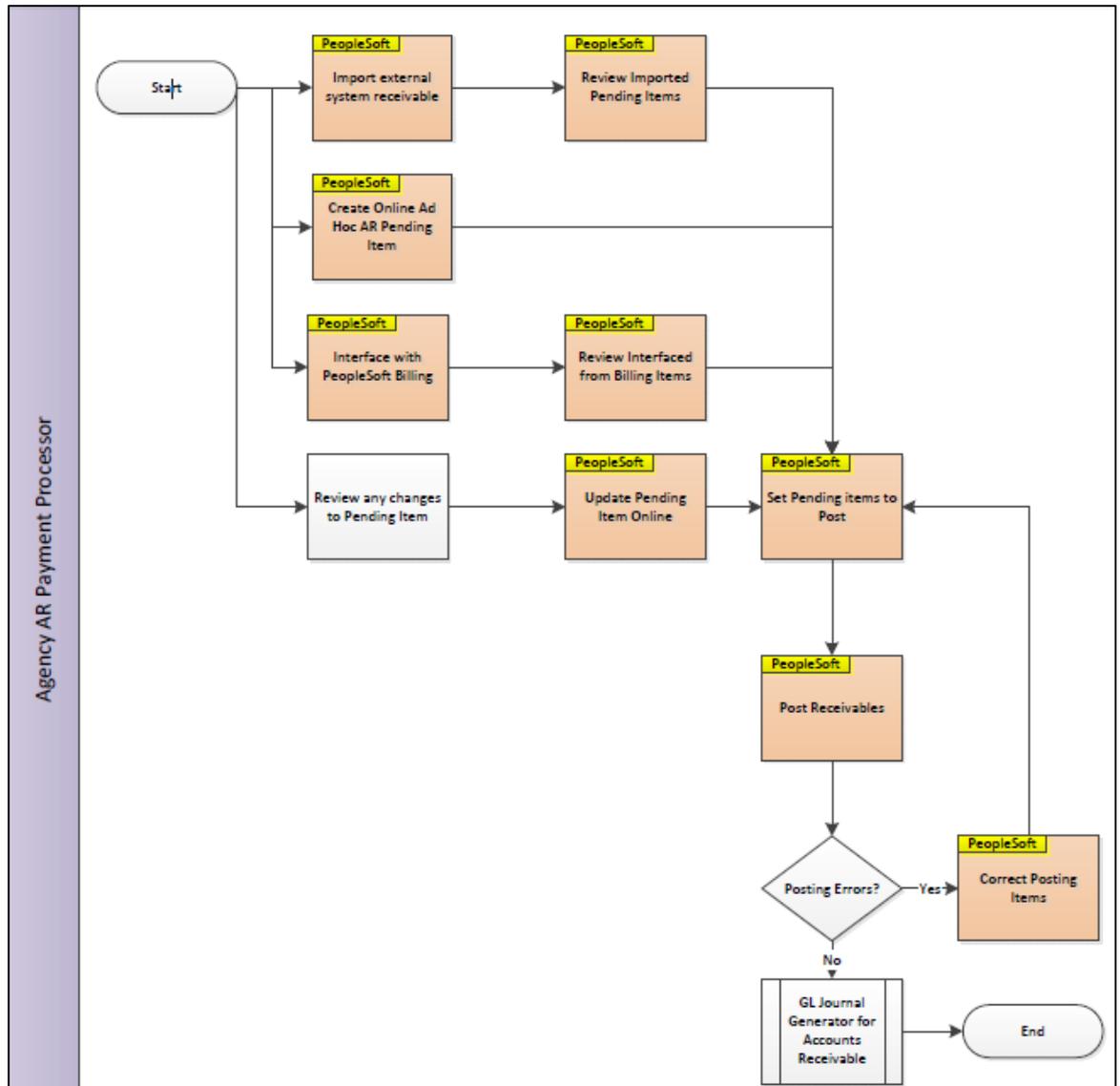


Figure 19: Accounts Receivable Business Process

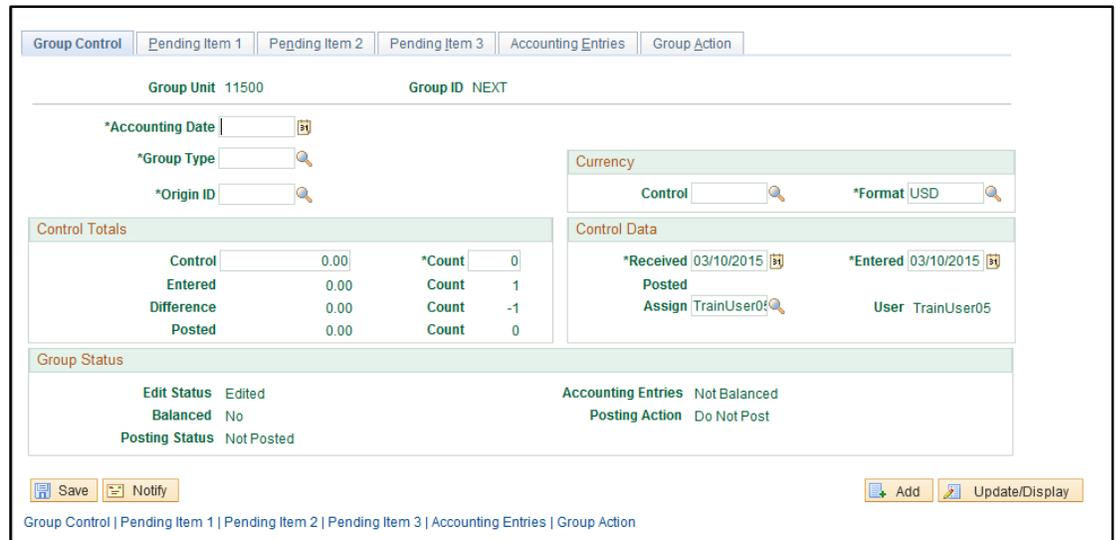
Entering and Posting Receivables (Cont.)

Lecture

Note: Although there is no official approval workflow, users should work with their agency to establish threshold and notification requirements. Ensure receivables above threshold are approved. This can be done by entering information for the receivable and having the respective manager approve the transaction before posting.

To manually enter an ad-hoc AR pending item, navigate to the **Group Entry** page.

Navigation: **Accounts Receivable > Pending Items > Online Items > Group Entry**



The screenshot displays the 'Group Entry' page with the following sections:

- Navigation:** Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action
- Group Information:**
 - Group Unit: 11500
 - Group ID: NEXT
 - *Accounting Date: []
 - *Group Type: []
 - *Origin ID: []
- Currency:**
 - Control: []
 - *Format: USD
- Control Totals:**

Control	0.00	*Count	0
Entered	0.00	Count	1
Difference	0.00	Count	-1
Posted	0.00	Count	0
- Control Data:**
 - *Received: 03/10/2015
 - *Entered: 03/10/2015
 - Posted
 - Assign: TrainUser05
 - User: TrainUser05
- Group Status:**
 - Edit Status: Edited
 - Balanced: No
 - Posting Status: Not Posted
 - Accounting Entries: Not Balanced
 - Posting Action: Do Not Post
- Buttons:** Save, Notify, Add, Update/Display
- Footer:** Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Figure 20: Group Page

This page can be used to enter the group type, origin ID, number of items, and monetary information for the items. This page also displays status and posting action for the pending items group as well as balance status of the accounting entries.

- **Accounting Date:** Determines the fiscal year and accounting period to which the pending item is posted.
- **Control:** Total dollar amount for the pending items in this group. This must match the entered totals amount which means the **Difference** should be 0.
- **Count:** Total number of pending items in this group
- **Posting Status:** indicates if the Group has been posted customer accounts via the Receivables Update process. If successful, the status will change to Complete.
- **Accounting Entries:** Indicates if the accounting entries are balanced

Entering and Posting Receivables (Cont.)

Lecture

Figure 21: Pending Item 1 Page

Use the **Pending Item 1** page to enter basic identifying information regarding each item. This page will display a row for each item in the group.

- **Accounting Date:** This should be the same date as the Group Entry page
- **Item ID:** Enter a number for the item such as the invoice number. Each row will be given a sequence number.
- **As of Date:** Typically the same as the accounting date. A different date can be used for aging or the invoice date to determine payment terms.
- **Customer:** A customer can exist in more than one business unit with the same ID. The business unit specified does not need to match the customer business unit.
- **Entry Type and Reason:** Entry types and reasons define how the accounting entries are created, how they are carried with the pending item through posting, and how they are considered when history is generated. These fields are also identifiers for open items, determine how items are aged, and determine if accounting entries are included on customer correspondence and drafts.

Entering and Posting Receivables (Cont.)

Lecture

The screenshot shows the 'Pending Item 2' form in a software application. At the top, there are navigation tabs: 'Group Control', 'Pending Item 1', 'Pending Item 2' (selected), 'Pending Item 3', 'Accounting Entries', and 'Group Action'. Below the tabs, the form displays 'Group Unit 11500' and 'Group ID NEXT'. The main section is titled 'Pending Item Entry' and includes a search bar with 'Find | View All' and a page indicator 'First 1 of 1 Last'. The form is divided into several sections:

- Item ID:** Business Unit 11500, Amount 0.000, Customer, Currency.
- Collection Status:** Contains checkboxes for 'Dispute' and 'Collection'. The 'Dispute' section includes fields for Reason, Date, and Amount. The 'Collection' section includes fields for Code, Date, and Amount. There are also dropdowns for 'Last OC' and 'Latest Dunning', and a search field for 'Last Statement'.
- Additional Detail:** Includes search fields for Sales, Analyst, and Collector, and dropdowns for Location, Pay Method, and Draft Type.
- Cash Forecasting:** Includes search fields for Bank Code and Account.
- Draft Options:** Contains checkboxes for 'Preapproved?', 'Create Document?', and 'One Item per Draft?'.

Figure 22: Pending Item 2

The **Pending Item 2** page is used to submit credit management information regarding collection status, personnel, and cash forecasting information for the items. The user should choose either dispute or collection. **The Pending Item 3** page allows users to enter detailed information for certain items such as industry-specific data.

The screenshot shows the 'Pending Item 3' form. It has the same navigation tabs as Figure 22, with 'Pending Item 3' selected. The form displays 'Group Unit 11500' and 'Group ID NEXT'. The main section is titled 'Pending Item Entry' with a search bar 'Find | View All' and a page indicator 'First'. The form is divided into several sections:

- Item ID:** Business Unit 11500, Amount 0.000, Customer, Currency.
- Consolidated Invoice:** Includes search fields for Unit and Invoice.
- User Date:** A table with 4 rows and 1 column of input fields.
- User Text:** A table with 5 rows and 2 columns of input fields.
- User Amounts:** A table with 8 rows and 1 column of input fields.

Figure 23: Pending Item 3

Entering and Posting Receivables (Cont.)

Lecture

Accounting Entries	Line	Entry Type	Reason
Item ID 11500	Customer		
Bus. Unit 11500	Customer		
Amount 0.000	Currency		

Accounting Entries Incomplete Display Totals: Entry Add Update/Display

Figure 24: Accounting Entries

Once item information has been entered, use the **Accounting Entries** page to create an accounting entry for each item in this group. Use the **Create** icon to generate an account entry in the distribution lines table.

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

Accounting Entries Complete Display Totals: Entry Add Update/Display

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

Figure 25: Generating Account Entries

Mandatory fields include **Type** and **Account**. The user can also allow the Receivables Update process to generate these.

Entering and Posting Receivables (Cont.)

Lecture

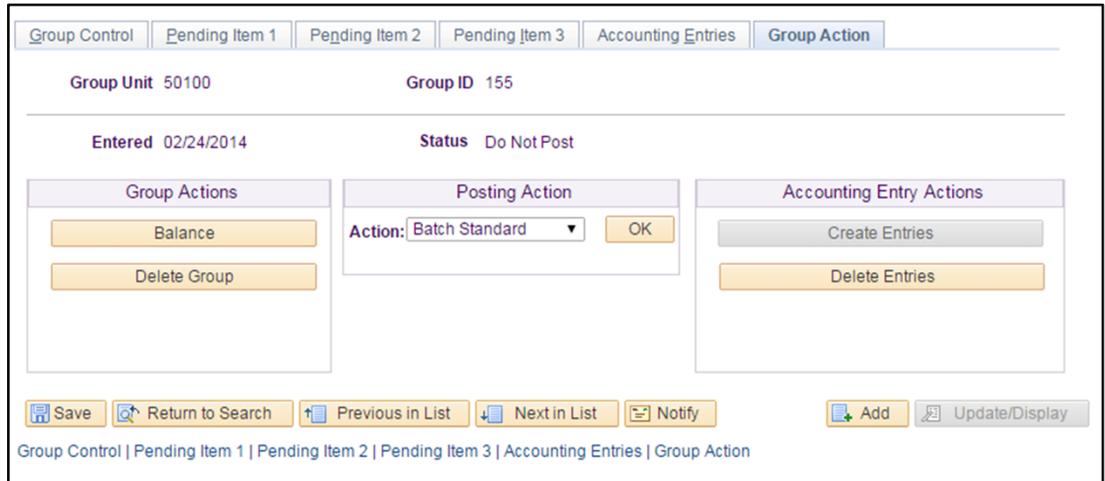


Figure 26: Group Actions

The **Group Action** page allows the user to do three types of activities with this group: Group Action, Posting Action, and Account Entry Actions. Under Group Action, the user can balance or delete the group. The Accounting Entry Actions allows users to create and delete entries. Under Posting Action, the user can choose:

- Batch Priority: Job will be posted when Receivables Update process runs.
- Batch Standard: Job will be posted when a standard scheduled batch job runs. Most of the time the end user should use Batch Standard.
- Do Not Post: Prevents the job from posting.
- Post Now: Engages the Receivables Update process.
- Post Now to GL: Engages the Receivables Update process and produces and posts journal entries to the general ledger.

Be sure to click **OK** and **Save** to save any changes made.

Entering and Posting Receivables (Cont.)

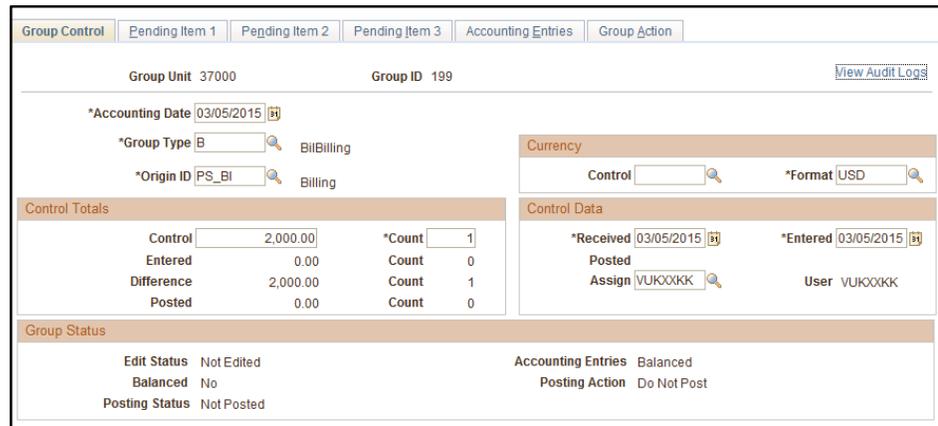
Lecture

Along with entering an AR open item directly online, pending items are imported through either PeopleSoft Billing or from external AR system(s). Around 80% of all AR open items within PeopleSoft are interfaced in.

Through the interface process, users are able to edit external groups and identify errors during posting. Receivables loaded in error from external system(s) will need to be updated and adjusted in that external system, then re-sent to PeopleSoft. The user must ensure that the original receivable is cancelled as well. Interfacing and direct entry billing data will automatically load into Receivables through the Load AR process. The proceeding lesson provides direction on viewing and correcting receivables imported through interfaces.

There are two navigations: **Accounts Receivable > Pending Items > External Items > Group Entry** or **Accounts Receivable > Pending Items > External Items > Single Item**

After entering search criteria, select the desired External Pending Item Group from the results. The External Pending Item Group pages will be the same as those seen in manual AR pending item entry except information will be filled out from external items. The user should review the information on every page.



Group Control			
Group Unit	37000	Group ID	199
*Accounting Date	03/05/2015		
*Group Type	B	Billing	
*Origin ID	PS_BI	Billing	
Control Totals		Control Data	
Control	2,000.00	*Count	1
Entered	0.00	Count	0
Difference	2,000.00	Count	1
Posted	0.00	Count	0
Group Status			
Edit Status	Not Edited	Accounting Entries	Balanced
Balanced	No	Posting Action	Do Not Post
Posting Status	Not Posted		

Figure 27: Group Control

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

- **Accounting Date:** Represents the date that the entries will be posted to the general ledger.
- **Group Type:** Since this represents the group source, this will typically be "B" for Billing for external pending item groups.
- **Control:** Total dollar amount for the pending items in this group. This must match the entered totals amount which means the difference should be 0.
- **Count:** Total number of pending items in this group.
- **Posting Status:** indicates if the Group has been posted customer accounts via the Receivables Update process. If successful, the status will change to Complete.
- **Accounting Entries:** Indicates if the accounting entries are balanced.

Entering and Posting Receivables (Cont.)

Lecture

Figure 28: Pending Item 1

Use the **Pending Item 1** page to review information about the items. This page will display a row for each item in the group and contain invoice details.

- **Accounting Date:** This should be the same date as the **Group Entry** page.
- **Item ID:** Invoice number
- **As of Date:** Typically the same as the accounting date. A different date can be used for aging or the invoice date to determine payment terms.
- **Customer:** Customer ID supplied in the invoice
- **Entry Type and Reason:** Entry types and reasons define how the accounting entries are created, how they are carried with the pending item through posting, and how they are considered when history is generated. These fields are also identifiers for open items, determine how items are aged, and determine if accounting entries are included on customer correspondence and drafts.

Entering and Posting Receivables (Cont.)

Lecture

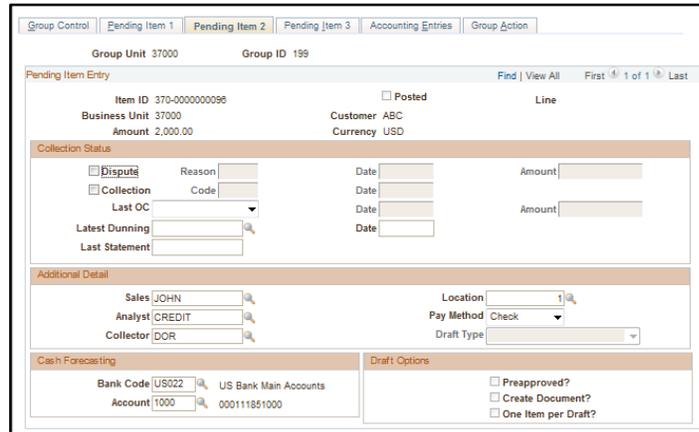


Figure 29: Pending Item 2

The **Pending Item 2** page displays credit management information from the billing interface and will also show a row for each item in the group. **Posted** indicates whether the item has been posted to the customer account. The **Cash Forecasting** section will display bank information from the default hierarchy for Billing Items. The **Group Action** page will have the same options for actions that can be taken with the group such as balancing, posting, and deleting groups.

Once groups have been created, the user can view the groups that are ready to be processed by the Receivables Update process.

Navigation: **Accounts Receivable > Pending Items > Review Items > Group Set to Post**

Users can also review groups that are not set to post, by unit, by status, and more.

Entering and Posting Receivables (Cont.)

Lecture

The Receivables Update process is the posting process in PeopleSoft. Receivables are run through a posting process, which updates customer balances and creates accounting entries automatically. PeopleSoft Receivables distinguishes between the receivables that comprise a customer's balance and pending items. During the Receivable Update process, the system uses pending items to update the customer balances, either by creating new items or by adding item activity lines to the existing item.

The system will run the Receivables Update process automatically once a day.

To manually run the Receivables Update process:

Navigate: **Accounts Receivable > Receivables Update > Request Receivables Update**

Enter an existing Run Control ID or add a new one. Use the **Receivable Update Request** page to set scope parameters for the items to be processed.

The screenshot displays the 'Receivable Update Request' form with the following details:

- Run Control ID:** 123
- Report Manager:** Report Manager
- Process Monitor:** Process Monitor
- Run Button:** Run
- Process Request Parameters:**
 - *Group Unit: 50100
 - Process Frequency: Always
 - *High Balance Basis Date: Run Date
 - *Accounting Date From: 01/01/1900
 - *Accounting Date To: 03/11/2015
- Customer History Options:**
 - User Defined
 - Payment Performance
 - DSO
 - SubCustomer
- Last Run On:**
 - Last Run On: 03/11/15 11:48:27AM
 - Process Instance: 45267
- Navigation Buttons:** Save, Return to Search, Previous in List, Next in List, Notify, Add, Update/Display

Figure 30: Receivable Update Request

Entering and Posting Receivables (Cont.)

Lecture

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.

Group Control Pending Item 1 Pending Item 2 Pending Item 3																																			
Group Unit 37000		Group ID 1																																	
Accounting Date 01/15/2015		Approved By																																	
Group Type B	BillBilling																																		
Origin ID PS_BI	Billing																																		
		<table style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left;">Currency</th> </tr> <tr> <td style="text-align: center;">Control</td> <td style="text-align: right;">Format USD</td> </tr> </table>		Currency		Control	Format USD																												
Currency																																			
Control	Format USD																																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="4" style="text-align: left;">Totals</th> </tr> <tr> <td style="text-align: right;">Control</td> <td style="text-align: right;">1,000.00</td> <td style="text-align: right;">*Count</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="text-align: right;">Entered</td> <td style="text-align: right;">1,000.00</td> <td style="text-align: right;">Count</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="text-align: right;">Difference</td> <td style="text-align: right;">0.00</td> <td style="text-align: right;">Count</td> <td style="text-align: right;">0</td> </tr> <tr> <td style="text-align: right;">Posted</td> <td style="text-align: right;">1,000.00</td> <td style="text-align: right;">Count</td> <td style="text-align: right;">1</td> </tr> </table>		Totals				Control	1,000.00	*Count	1	Entered	1,000.00	Count	1	Difference	0.00	Count	0	Posted	1,000.00	Count	1	<table style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left;">Control Data</th> </tr> <tr> <td style="text-align: right;">Received</td> <td>01/15/2015</td> </tr> <tr> <td style="text-align: right;">Entered</td> <td>01/15/2015</td> </tr> <tr> <td style="text-align: right;">Posted</td> <td>01/15/2015</td> </tr> <tr> <td style="text-align: right;">Assign</td> <td>patilsxbjt</td> </tr> <tr> <td style="text-align: right;">User</td> <td>patilsxbjt</td> </tr> </table>		Control Data		Received	01/15/2015	Entered	01/15/2015	Posted	01/15/2015	Assign	patilsxbjt	User	patilsxbjt
Totals																																			
Control	1,000.00	*Count	1																																
Entered	1,000.00	Count	1																																
Difference	0.00	Count	0																																
Posted	1,000.00	Count	1																																
Control Data																																			
Received	01/15/2015																																		
Entered	01/15/2015																																		
Posted	01/15/2015																																		
Assign	patilsxbjt																																		
User	patilsxbjt																																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="4" style="text-align: left;">Group Status</th> </tr> <tr> <td style="text-align: right;">Edit Status</td> <td>Edited</td> <td style="text-align: right;">Accounting Entries</td> <td>Balanced</td> </tr> <tr> <td style="text-align: right;">Balanced</td> <td>Yes</td> <td style="text-align: right;">Posting Action</td> <td>Do Not Post</td> </tr> <tr> <td style="text-align: right;">Posting Status</td> <td>Complete</td> <td colspan="2"></td> </tr> </table>				Group Status				Edit Status	Edited	Accounting Entries	Balanced	Balanced	Yes	Posting Action	Do Not Post	Posting Status	Complete																		
Group Status																																			
Edit Status	Edited	Accounting Entries	Balanced																																
Balanced	Yes	Posting Action	Do Not Post																																
Posting Status	Complete																																		
Return to Search Previous in List Next in List Notify																																			
Group Control Pending Item 1 Pending Item 2 Pending Item 3																																			

Figure 31: Group Control - Status Complete

Entering and Posting Receivables (Cont.)

Lecture

If the posting status contains an error, choose **Error Info** to view more information regarding the error. **Explain** will provide further details.

To correct the error, choose the component that needs to be corrected.

Navigation: **Accounts Receivable > Receivables Update > Correct Posting Errors**

If the Accounts Receivable process has processed a group, a user can unpost the group.

Navigation: **Accounts Receivable > Receivables Update > Unpost Groups**

Choose the type of group that needs to be unposted such as Online Group, External Group, etc.

Use the next page to search for the group that needs to be unposted. Once the desired group is retrieved, access the Options tab to enter an **Unpost Reason**. On the **Unpost Action Page**, choose an action for the unposted group. Typically users should choose Batch Standard.

Group Control		Options	
Group Unit 37000		Group ID 101	
Accounting Date 02/23/2015		Approved By VUKXXXX	
Group Type B		BillBilling	
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	VUKXXXX		
User	VUKXXXX		
Group Status			
Edit Status	Edited		Accounting Entries
Balanced	Yes		Balanced
Posting Status	Complete		Posting Action
			Do Not Post
<input type="button" value="Save"/> <input type="button" value="Return to Search"/> <input type="button" value="Previous in List"/> <input type="button" value="Next in List"/> <input type="button" value="Notify"/>			

Figure 32: Unposting

Instructor Demonstration: Accounts Receivable

Scenario

You need to successfully create a pending item and set it to post manually.



Instructions

Your instructor will show you how to perform entering and posting receivables while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant

Use the following UPKs:

Resources

- Creating and Setting Entries to Post
- Entering a Pending Item Group and Setting It to Post
- Entering Online Pending Item Groups
- Entering Pending Items
- Running Receivables Update
- Running the Receivables Update Process
- Unposting Item Groups
- Unposting Maintenance Groups

Instructor Demonstration: Accounts Receivable

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?

Lesson Summary

Objectives Achieved



Now that you have completed the Entering and Posting Receivables lesson, 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.

Module 3 Summary

Objectives

Achieved



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.

Module 4: Creating and Maintaining Deposits

Objectives

After completing this module, you will be able to:

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

Lessons

This module includes the following lessons:

- Deposit End-to-End Processes
- Entering, Applying, and Reviewing Specific Deposits
- Module Summary

Key Terms

The following key terms are used in this module:



Term	Definition
Deposits	Monies 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 (EDF)	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 of the actions has a separate worksheet.

Deposit End-to-End Processes

Lecture

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.

In PeopleSoft Receivables, a deposit consists of all payments that you are processing or that the bank processes. You can apply a payment to multiple items for a single customer or to multiple items for different customers, even across business units.

Specifically, the deposit end-to-end process entails online deposit creation, payment processing, including Lockbox and Excel payment processing, and ends with payment application. Each of these process steps will be detailed further in the subsequent lesson.

Instructor Demonstration: Deposit End-to-End Processes

Scenario

Describe and understand the deposit end-to-end process including the payment life cycle.



Instructions

Your instructor will show you the deposit process while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant

Use the following UPKs:

Resources

- Understanding Direct Debits
- Understanding Payment Status
- Understanding the Payment Life Cycle

Instructor Demonstration: Deposit End-to-End Processes

Debrief



1. What is the automated cash application process?

2. Which two entities are matched when balancing a payment?

Lesson Summary

Objectives Achieved



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

- Understand the order of deposit processes.
- Explain the high level process steps involved in the Deposit End-to-End Process.

Entering, Applying, and Reviewing Specific Deposits

Lecture

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.

With regards to deposit creation, the lesson will cover deposits containing only payments against open receivables with a bank account defined in Treasury, online regular cash deposits, interfaced cash deposits, or Lockbox files. Deposits to bank accounts that are not defined in PeopleSoft Treasury/CM should be uploaded to General Ledger or the Online General Ledger journal entry.

The payment application involves processing and applying payments received and recorded via the Create Online Deposit activity. Payment details can be entered in three ways:

1. **Payment Predictor:** Matches payments with open items depending on pre-defined algorithms. This automated process will also check for errors. Depending on qualifications, the payment predictor will either send to post or send for review.
2. **Payment Worksheet:** Allows the end user to manually apply payments to items or make partial payments by accessing the **Payment Worksheet Application** page.
3. **Direct Journal Entry:** Used when payments do not match to items. Allows the end user to circumvent the cash application process.

Funds are managed through deposit creation and the recording of cash, revenue, and other fund receipts by creating regular deposits and direct journal entries for payments. This deposit and cash application process consists of:

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

To manage received funds, users must create a deposit and apply the payment to the correct accounts receivables. This is inclusive of journal entries for payments that are sent to the GL.

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

Lecture

Agency AR Payment Processors can create deposits online as shown by the business process below. While there is no official approval workflow, users should work with their Agency Finance Supervisor/Director to establish threshold and notification requirements.

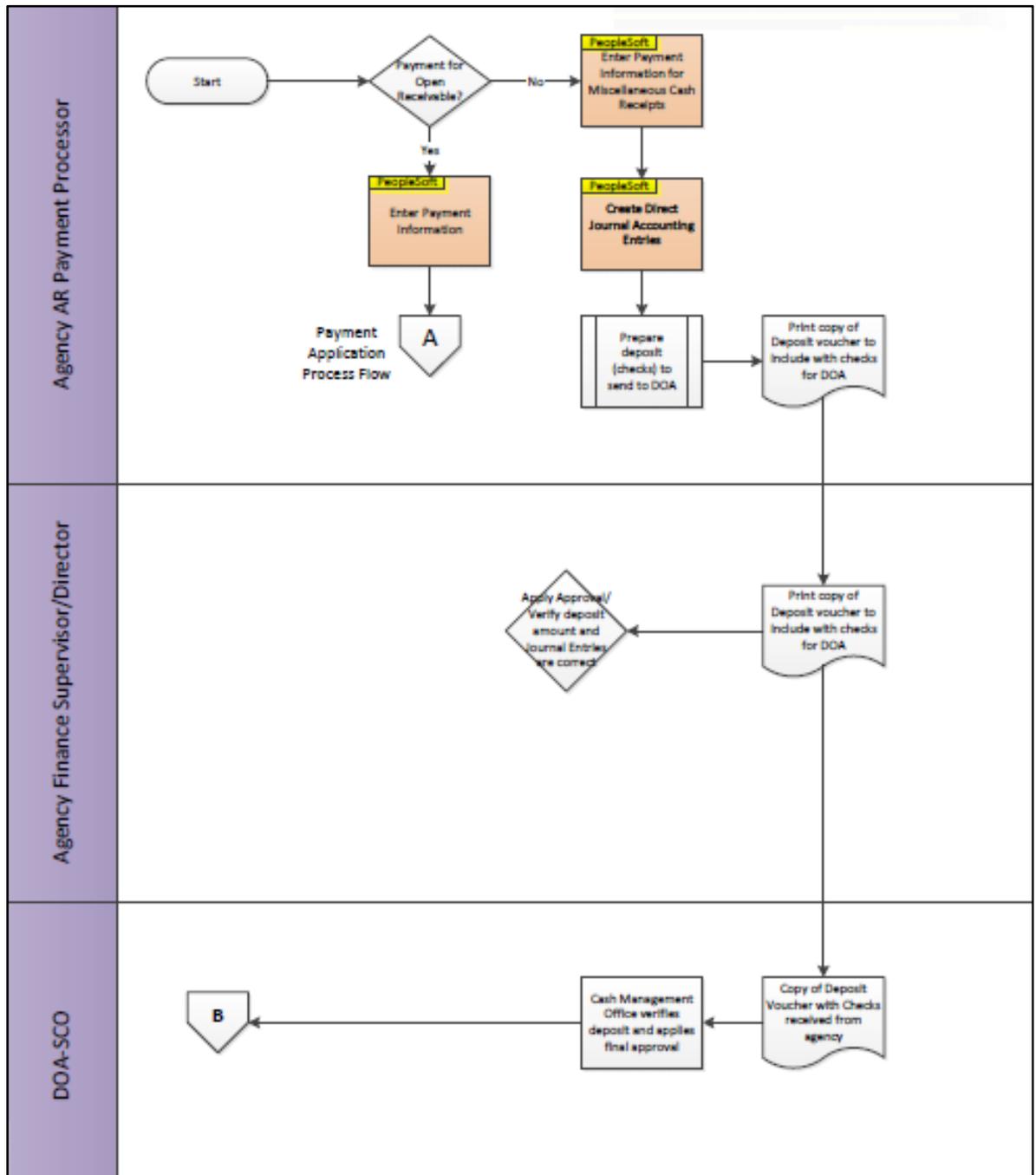


Figure 13: Creating Online Deposits

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

Lecture

To create a regular deposit, follow the navigation.

Navigate: **Accounts Receivable > Payments > Online Payments > Regular Deposit**

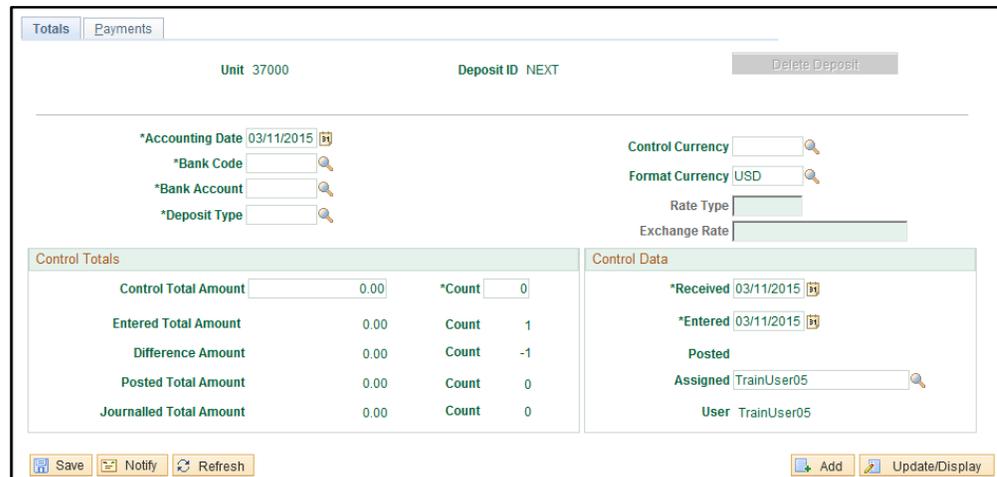


Figure 32: Regular Deposit

The **Totals** page should be used to enter information for a new deposit or delete a deposit. Once a deposit has been reconciled with a bank statement, this page will be unavailable.

- **Accounting Date:** Accounting date for each payment and pending items created from the payment. This date will be validated by the system to ensure that the date falls within the open period for the business unit.
- **Bank Code:** This will determine the options for bank account.
- **Bank Account:** This will determine the options for deposit type.
- **Deposit Type**
- **Count:** Count of payments in the deposit.
- **Control Total Amount:** Control totals for the amount.
- **Received:** The date the payment was received.

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

Lecture

Use the **Payments** page to supply further information regarding the deposit. Ensure that the **Journal Directly** option is checked to ensure that the deposit is available for processing. Make sure the deposit is balanced before saving. Deposits can be modified and deleted before accounting entries are successfully budget checked and shown as Complete.

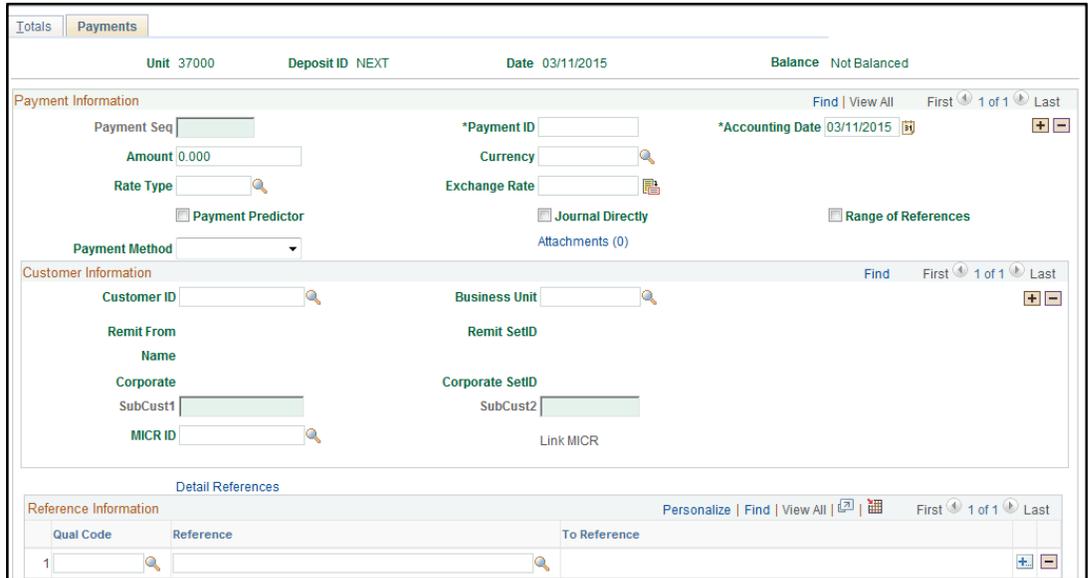


Figure 33: Payments Page

When deposits are received in PeopleSoft, the AR Payload process will quality check the deposit for formatting errors or unbalanced deposits. Some errors will be automatically corrected in PeopleSoft through the Payment Processor which will correct the errors online and deletes duplicate deposits.

The AR Payload process will also assign defaults, deposit IDs, and sequencing. Payments consist of cash information and remittance advice and can be received through a variety of sources such as lockbox, Excel spreadsheet, or a bank statement.

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

Lecture

The Lockbox enables faster payment processing and helps to cut costs. Lockbox accepts deposits via check or electronic funds transfer (ETF).

Navigation: **Accounts Receivable > Payments > Electronic Payments > Retrieve Lockbox Files**

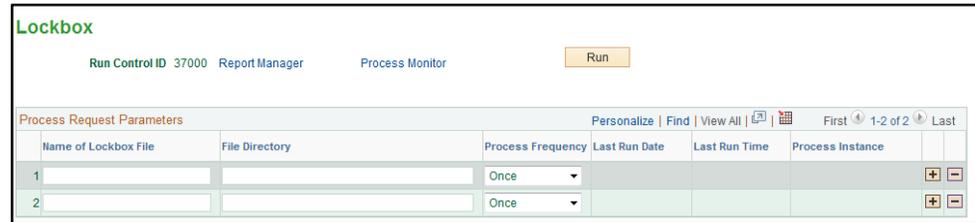


Figure 34: Lockbox Files

Once lockbox files have been loaded in to the **Lockbox - Request** page, run the Payment Loader process to transfer the data into the payment application tables.

Navigation: **Accounts Receivable > Payments > Electronic Payments > Process Payment Interface.**

Choose **Lockbox** when running this process.

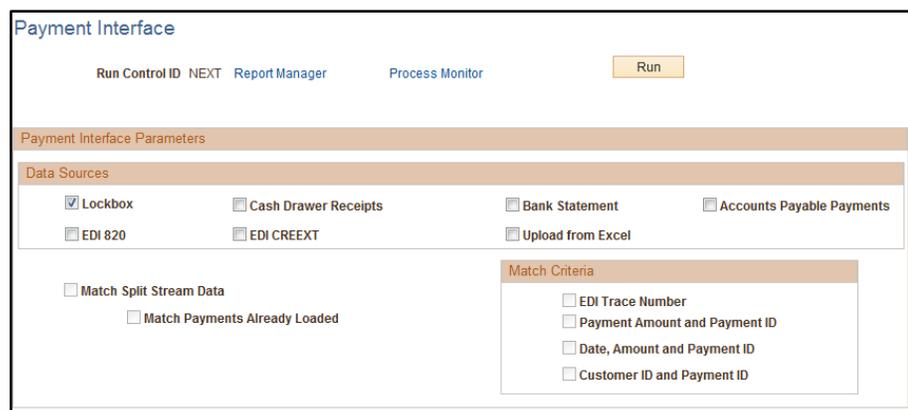


Figure 35: Process Payment Interface

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

Lecture

To view Lockbox Run Information, access the **Review Deposit Information** page.

Navigation: **Accounts Receivable > Payments > Electronic Payments > Review Deposit Information**

The control information will display totals calculated during the run and any difference in values for deposit count, payment count, and payment amount. This page can be viewed after the Lockbox SQR and Payment Loader processes have been run.

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

Figure 36: Review Deposit Information

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

Lecture

Payment Processors can also import a Microsoft Office Excel Spreadsheet with payment information into PeopleSoft. After the loaded spreadsheet passes a verification process, it will be loaded into payment data in the payment application tables.

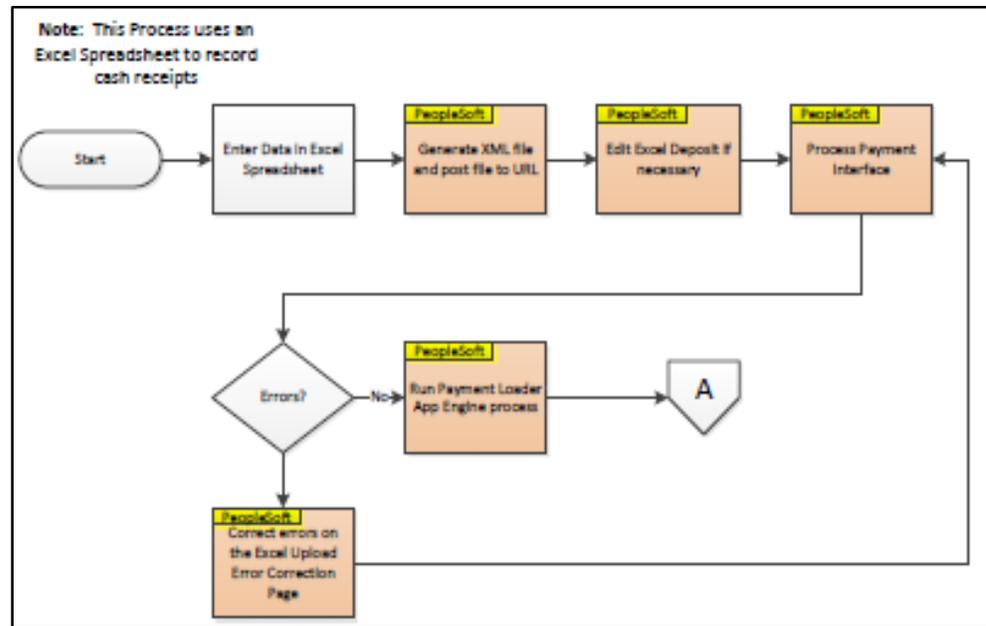


Figure 37: Excel Spreadsheet BPW

The spreadsheet should 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.

Mandatory fields include Deposit Business Unit, Deposit ID, OprID, Control Count, Control Amount, Accounting Date, Payment ID, and Payment Amount.

To upload the spreadsheet, navigate to the Excel Edit Request page. Navigation: **Accounts Receivable > Payments > Electronic Payments > Excel Edit Request**

Figure 40: Excel Edit Request

To view or make corrections to the data: Navigation: **Accounts Receivable > Payments > Electronic Payments > Excel Error Correction**

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

Lecture

Matching Payments to Open AR Items

The Payment Predictor process is used for payments referencing an item or project reference qualifier. The Payment Processor will create and update payments application worksheets manually for payments that the payment predictor process did not automatically match to AR items.

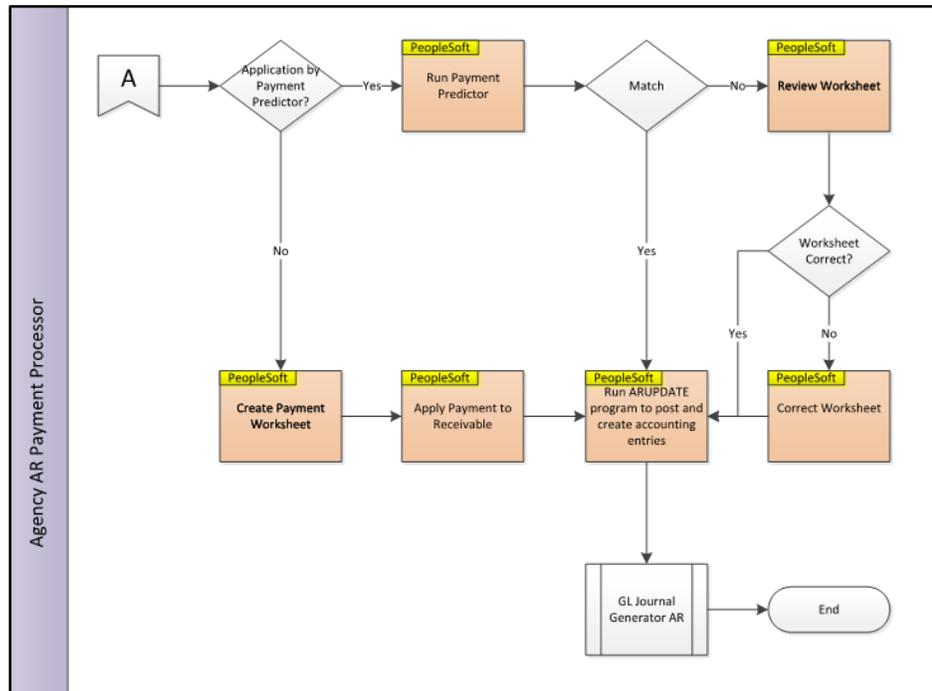


Figure 41:Payment Application

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

Lecture

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**

Figure 428: Payment Worksheet Selection

Use this page to enter information regarding customer, item reference, and item inclusion criteria to build a worksheet. Once the necessary information has been entered, click **Build**.

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

Lecture

The **Payment Application Worksheet** page allows users to manipulate information through the selection and sorting features. The user can also view details by choosing **View Detail**. Be sure to review all payment application worksheets. Worksheets that are incorrect or no longer required should be deleted. Prior to posting, worksheets should be balanced. Proceed to create and review accounting entries for each payment if the worksheet is required.

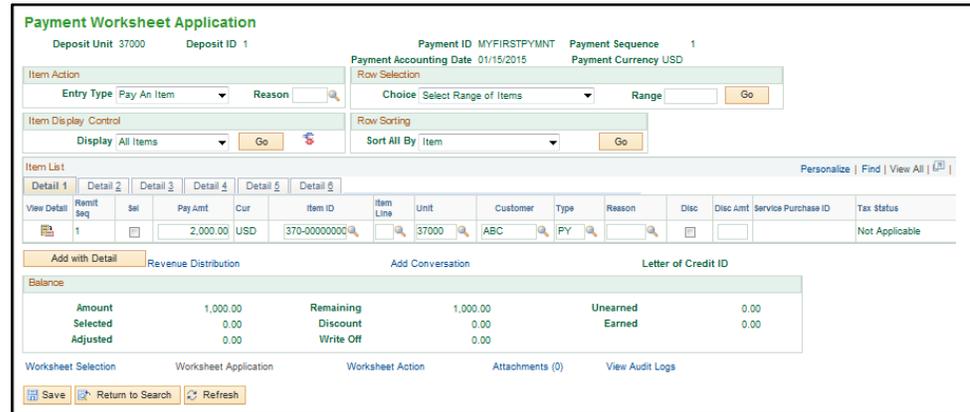


Figure 43: Payment Worksheet Application

Choose **Worksheet Action** to navigate to the **Payment Worksheet Action** page. This allows the user to choose a posting action for the worksheet or delete/review the worksheet.

Accounting entry edits can be made prior to posting when reviewing the accounting entry. After the errors are corrected, the Payment Processor can select the Batch Standard posting action.

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:

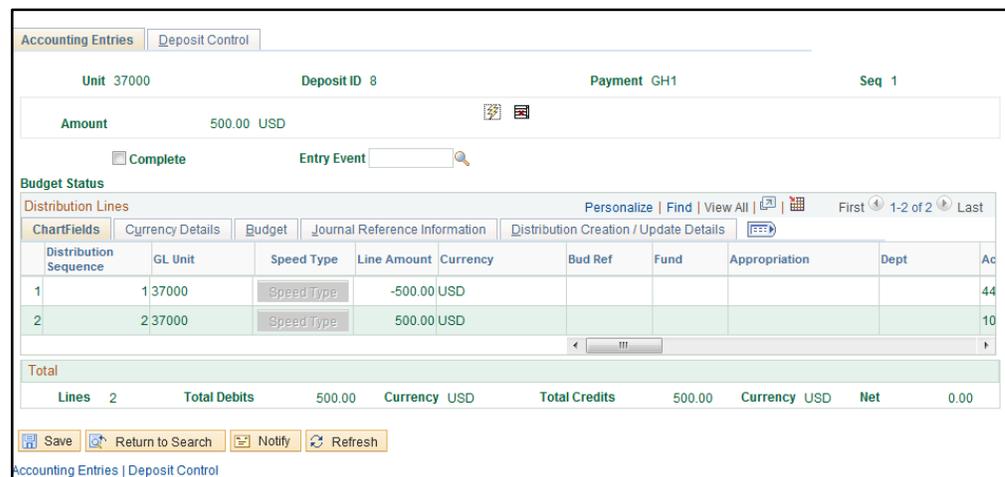
- Generate a deduction
- Write off the underpayment

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

Lecture

Direct Journal Payments are needed when payments do not relate to items and will not be processed during the Receivables Update. Examples are miscellaneous cash receipts or non-AR cash. The steps are:

1. Create accounting entries for the payment on the **Direct Journal Entry – Accounting Entries** page.
2. Navigation: **Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries.**
3. Select the desired deposit. Information from the deposit will auto-populate.
4. Enter the necessary accounting information such as distribution lines and line amounts.
5. Ensure that it is balanced.
6. Select the **Complete** box to save the entries.



Distribution Sequence	GL Unit	Speed Type	Line Amount	Currency	Bud Ref	Fund	Appropriation	Dept	Ac		
1	137000	Speed Type	-500.00	USD					44		
2	237000	Speed Type	500.00	USD					10		
Total											
Lines	2	Total Debits	500.00	Currency	USD	Total Credits	500.00	Currency	USD	Net	0.00

Figure 44: Accounting Entries

7. Run the Journal Generator process to send the entries to GL. AR users will not be running the journal generator.

To modify or review an accounting entry, navigate to the **Modify Accounting Entries** page.

Navigation: **Accounts Receivable > Payments > Direct Journal Payments > Modify Accounting Entries.**

To begin editing, uncheck the **Complete** box. A direct deposit journal entry can be modified only before it has been budget checked.

Various reports are available for reviewing deposits: a Deposit Summary report provides detailed information about deposits, a Payment Summary report lists the status of all payments within a deposit, a Payment Predictor Detail report provides a list of all payment predictor activity in a certain date range, and a Payment Detail report provides information for all payments within a deposit.

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

Lecture

Payments can be unposted.

Navigation: **Accounts Receivable > Receivables Update > Unpost Group > Payment Group.**

Search for the deposit and use the **Payment Control** page to review group control information. The **Options** tab will allow the user to provide an **Unpost Reason**. The **Action** tab allows the user to choose from the action list. Typically, users should choose Batch Standard so that the unposting will be picked up by the automated processes. The **Action** tab also allows users to delete or review the unposting payment.

If a payment is not balanced, it must be fixed before proceeding to the next step. 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

To remedy a difference:

1. Change the regular deposit totals
2. Change the payment information
3. Delete the deposit

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

Control Totals		Control Data	
Control Total Amount	555.00	*Count	1
Entered Total Amount	0.00	Count	1
Difference Amount	555.00	Count	0
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

Figure 459: Regular Deposit Balancing

Use the **All Deposits** page to view information about a specific or multiple deposits.

Navigation: **Accounts Receivable > Payments > Review Payments > All Deposits**

Instructor Demonstration: Deposits

Scenario



Successfully enter and apply a deposit. Once done, review the deposit and then unpost the payment.

Instructions

Your instructor will show you how to enter and apply deposits while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant

Use the following UPKs:

Resources

- Applying Payments on a Worksheet
- Entering a Deposit and Applying Using a Worksheet
- Entering a Regular Deposit
- Unposting a Payment Group
- Using Worksheet Actions
- Using Worksheet Application
- Using Worksheet Selection

Instructor Demonstration: Deposits

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

Scenario

In the following activities, the user will enter a deposit into PeopleSoft.



Instructions

This activity will be performed Individually; you must complete it on your classroom workstation using the PeopleSoft training environment. Your instructor will tell you how to log into PeopleSoft.

You will determine how to perform the activity by following the data sheet, and by using the training materials as reference tools.

There are faculty members in the room to assist if you have questions.

Relevant Resources

- FIN304: Accounts Receivable and Billing Training Exercises

Training Exercise: Manually Entering Bill

Debrief



1. What are the four major steps for deposits?

2. What is the **Totals** page used for?

Lesson Summary

Objectives Achieved



Now that you have completed the Entering and Posting Receivables 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

Objectives Achieved



Now that you have completed the Creating and Maintaining Deposits module, you should be able to:

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

Module 5: Advanced Account Receivables Processes

Objectives

After completing this module, you will be able to:

- Process an aging request.
- Process and print dunning letters.
- Generate and print overdue charge invoices.
- Process and print customer statements.

Lessons

This module includes the following lessons:

- Advanced Account Receivables Processes

Key Terms

The following key terms are used in this module:



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 Account Receivables Processes

Lecture

This lesson will review advanced accounts receivables processes including customer interaction through dunning letters, aging, statements, and overdue charges.

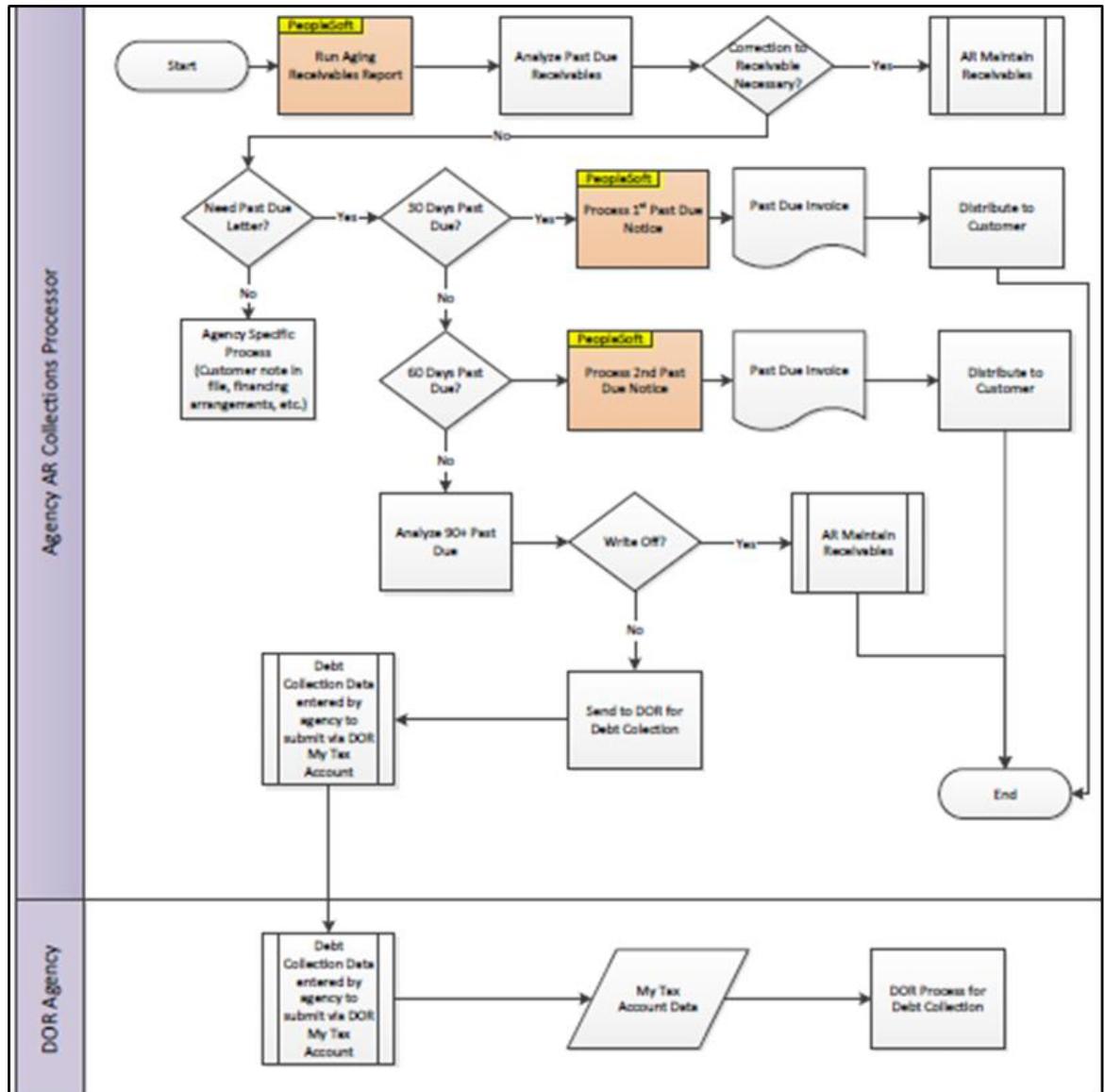


Figure 4610: Advanced Processes

Advanced Account Receivables Processes (Cont.)

Lecture

Collections Process

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			

Figure 47: Balance Tab

Advanced Account Receivables Processes (Cont.)

Lecture

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

Navigation: **Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details**

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

Terms NET30

Discount Amount 0.00

Discount Amount 1

Always Allow Discount

As Of Date 01/20/2015

Due Days

Discount Days

Date

Date 1

Posted 01/21/2015

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

Payment/Draft Options

Payment Method Check [Pay By Credit Card](#)

Draft Type

Direct Debit Profile ID

Preapproved?

Create Document?

One Item per Draft?

Item Creation/Update Details

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

Figure 48: Item Maintenance

Advanced Account Receivables Processes (Cont.)

Lecture

Dunning Letters

The dunning process ensures 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.

Navigation: **Accounts Receivable > Customer Interactions > Dunning Letters > Extract Dunning Letter Info**

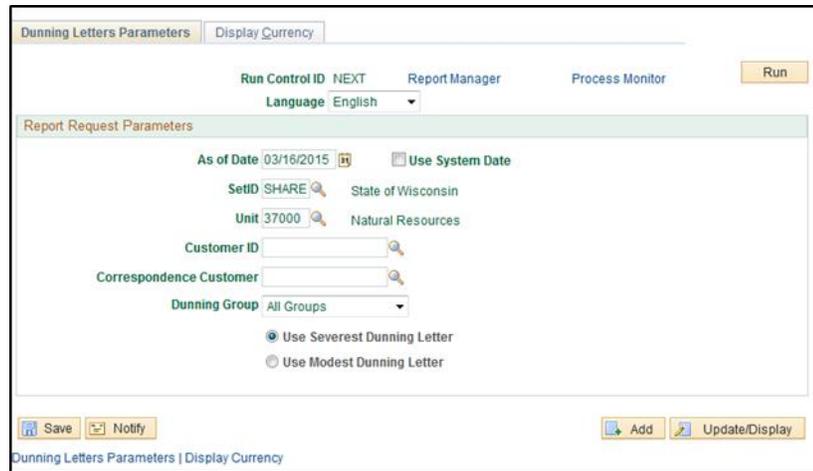


Figure 49: Dunning Letter

After entering a Run Control ID or adding a new value, enter parameters on the **Dunning Letters Parameters** page and click **Run**.

- **Customer ID**
- **Correspondence Customer:** Used to extract dunning data for all customers in the correspondence group.
- **As of Date**
- **SetID:** If a SetID is used, do not enter a business unit. The SetID will pull data from across business units that reference the specified SetID.

On the **Process Scheduler Request** page, choose a server, type and format. Ensure that you choose the **AR Dunning** option. Type is the output for this job such as file, printer, email, or web.

Advanced Account Receivables Processes (Cont.)

Lecture

Users can also edit, review, delete and print letters.

To review a letter:

Navigation: **Accounts Receivable > Customer Interactions > Dunning Letters > Preview Letter > Letter Preview**

If the delete option is selected, the dunning letter will not be printed and will be removed from dunning letter report table. The Customer Dunning Letter Detail table will hold a historical record of this letter.

To edit a letter:

Navigation: **Accounts Receivable > Customer Interactions > Dunning Letters > Preview Letter > Letter Editing**

This will allow the user to make a one-time change to the letter.

To print a letter:

Navigation: **Accounts Receivable > Customer Interactions > Dunning Letters > Print Letter > Dunning Letter Print**

The **Dunning Number** is number assigned for the AR Dunning process run instance for the specified letters.

Statements

There are two types of statements:

- Open Item Statements
 - Information regarding open items for each customer
- Balance Forward Statements
 - Opening balance, all activity during the statement time period, ending balance for given time period

Customer statements are dependent upon aging information, customer balances, and open item information. It is recommended to run the Aging process and the Receivables Update process prior to building statements.

Navigation: **Accounts Receivable > Customer Interactions > Statements > Create Customer Statements**

Advanced Account Receivables Processes (Cont.)

Lecture

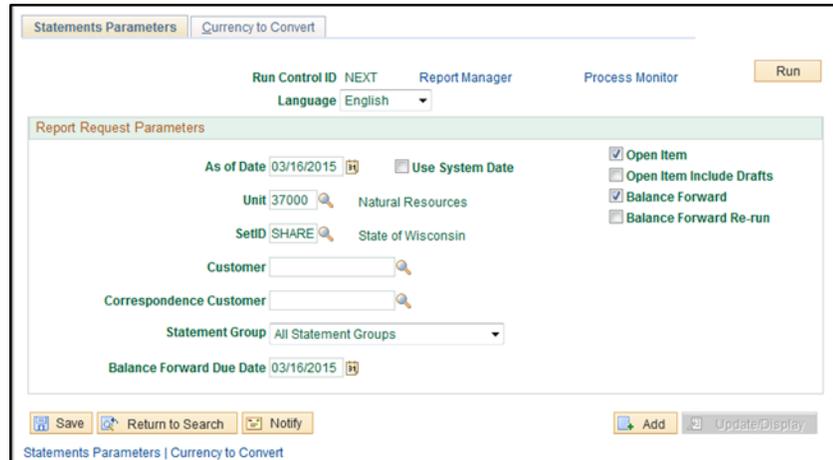


Figure 50: Statements

To print a statement:

Navigation: **Accounts Receivable > Customer Interactions > Statements > Print Statements**

To review statements:

Navigation: **Accounts Receivable > Customer Interactions > Statements > Review Statements**

Aging

Aging processes enables the user to view time elapsed since customers were billed.

By tracking aging, STAR is able to:

- Ensure that customers are paying their invoices in a timely manner.
- Notify customers who are late with their payments.
- Forecast cash flow.

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 an item is compared to the system date. This helps manage accounts receivable.

The aging process will be run in a daily batch process as well. The aging process should be run before the statements, dunning, and overdue charges processes.

Navigation: **Accounts Receivables > Receivables Analysis > Aging > Request Aging Process**

Fill out necessary fields on this page and click **Run** to start the process. **Process Frequency** specifies the frequency of running the agency process.

Advanced Account Receivables Processes (Cont.)

Lecture

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			

Figure 51: Aging



Figure 52: Customer Aging Chart

Overdue Charges

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.

There may be situations when customers do not pay for open items within a certain time period. In such situations, after generating the dunning letter, a user can generate overdue charge invoices.

Navigation: **Accounts Receivable > Customer Interactions > Overdue Charges > Process Overdue Charges**

Advanced Account Receivables Processes (Cont.)

Lecture

Group Control		Pending Item 1	Pending Item 2	Pending Item 3
Group Unit 37000		Group ID 233		
Accounting Date 03/06/2015		Approved By HASSEJXMB0		
Group Type F		Overdue Ch		
Origin ID PS_AR		PS AR		
Totals		Control Data		
Control	100.00	*Count	1	
Entered	100.00	Count	1	
Difference	0.00	Count	0	
Posted	100.00	Count	1	
Group Status		Accounting Entries		
Edit Status	Edited		Balanced	
Balanced	Yes		Posting Action Do Not Post	
Posting Status	Complete			
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				

Figure 53: Overdue Charges

The **Overdue Charges** page is used to enter the request parameters. These parameters will be used to define the processing rules and data to be included when the process is run.

Enter the desired information into the **Customer ID** and **Correspondence Customer** fields. Once the desired information is entered, click **Run**. The **Process Scheduler Request** page can be used to enter or update parameters, such as server name and process output format.

Instructor Demonstration: Advanced Accounts Receivable

Scenario

In these scenarios, you will perform a series of advanced accounts receivable processes.



Instructions

Your instructor will show you how to perform advanced accounts receivable processes while you follow along. Open the UPK and launch it in “Try it” mode.

Relevant

Use the following UPKs:

Resources

- Processing an Aging Request
- Printing Overdue Charges Invoices
- Processing and Printing Customer Statements

Instructor Demonstration: Advanced Accounts Receivable

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?

Lesson Summary

Objectives Achieved



Now that you have completed the Advanced Account Receivables Processes lesson, you should be able to:

- Run the Aging Process.
- Utilize the Collections process.
- Interact with the customer via dunning letters and overdue charges.
- Describe the types of statements.

Module 5 Summary

Objectives Achieved



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

- Utilize the aging process.
- Describe and process customer interaction methods such as dunning letters, collections, overdue charges, and statements.

Course Summary

Objectives Achieved



Congratulations! You have completed the FIN304: Accounts Receivable and Billing course. You now should be able to:

- Identify changes to 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
- Explain the processes for entering, applying, and reviewing specific deposits

Next Steps

Now that you have completed the FIN304: Accounts Receivable and Billing course, make sure that you complete the following tasks:

- Course assessment (tests your knowledge of the content)
- Course evaluation (collects course feedback)
- Log off your workstation

Reference Materials

Reference Materials



If you have further questions about any of the topics presented in the FIN304: Accounts Receivable and Billing course, use the following resources:

STAR User Productivity Kits

- Analyzing a Customer Account
- Applying Debits to Credits
- Assigning a Note to a Customer
- Assigning an Action
- Assigning Customer Messages
- Building a Worksheet for an Unidentified Payment
- Building an Installment Bill Schedule
- Canceling Direct Debits
- Changing an Item Due Date
- Changing Bill Status for a Group of Bills
- Changing Single Item Information
- Complete Match
- Configuring Express Bill Entry Template
- Copying a Bill
- Creating a Bill Cycle to use for Recurring Bills
- Creating a Bill Line Reversal and Rebill
- Creating a Conversation
- Creating a Net Bill Line Adjustment
- Creating a Recurring Bill Template and Defining a Schedule
- Creating Accounting Entries and Setting Them to Post
- Creating and Working With Direct Debits
- Creating Charge Codes for a Bill Entry
- Creating, Using, and Posting a Transfer Worksheet
- Defining an Installment Bill Plan
- Defining Deferred Distribution Code
- Defining Deferred Revenue Defaults
- Deleting Extract Bills
- Disputing an Item and Adding a Conversation
- Entering a Bill To Business Unit
- Entering a Bill with Discounts and Surcharges
- Entering a Customer Credit Profile

Reference Materials (Cont.)

Reference Materials



STAR User Productivity Kits

- Entering a Deferred Revenue Bill
- Entering an Express Deposit
- Entering an Installment Bill
- Entering AR Distribution
- Entering Detail Reference Information
- Entering External Pending Item Groups
- Entering Multi-Item Update
- Finalizing and Printing an Invoice
- Finalizing and Printing Consolidated Invoices
- Generating an Installment Bill
- Generating Overdue Charges
- Maintaining Customer Conversations
- Managing Accounts Using a Maintenance Worksheet
- Managing Action Assignments
- Performing a Partial Payment Unpost
- Personalizing the WorkCenter, Links pagelet
- Personalizing the WorkCenter, My Work pagelet
- Personalizing the WorkCenter, Queries pagelet
- Personalizing the WorkCenter, Reports/Processes pagelet
- Posting an Express Deposit
- Processing Billing Interface
- Processing Consolidated Unbilled Revenue Accrual
- Processing Receivables Update
- Processing Refunds
- Processing Unbilled Revenue Accrual
- Receiving Cash Drawer Payments
- Researching a Group of Items
- Researching a Single Item
- Researching Invoiced Bill Lines
- Researching Invoiced Bills
- Reviewing Maintenance Worksheet Item Accounting Entries

Reference Materials (Cont.)

Reference Materials



STAR User Productivity Kits

- Running the Aging Summary By Unit Report
- Running the AR Rebate Notification Process
- Running the Automatic Maintenance Process
- Running the Create Recurring Bills Process
- Running the Load AR Pending Items Process
- Running the Load GL Accounting Entries Process
- Running the Pre-Load Processing
- Specifying Revenue Recognition Basis
- Understanding Customer Roles
- Updating Customer Notes
- Updating Open Periods for Business Units
- Using Express Bill Entry
- Using the Collections Workbench
- Using the Customer Hierarchy Interactive Chart
- Viewing a List of Actions
- Viewing a List of Disputed Items
- Viewing a Partial Payment on a Worksheet
- Viewing All Deposits
- Viewing All Items with Detail
- Viewing Any Item Group
- Viewing Billings by Business Unit
- Viewing Billings by Origin
- Viewing Cash Received by Bank Account
- Viewing Cash Received by Business Unit
- Viewing Customer Aging
- Viewing Customer Balances
- Viewing Customer Drafts
- Viewing Customer History
- Viewing Customer Inquiry Items
- Viewing Customer Inquiry Profile
- Viewing Customer Payment History
- Viewing Customer Payments
- Viewing Group Status
- Viewing Groups Not Set to Post

Reference Materials (Cont.)

Reference Materials



STAR User Productivity Kits

- Viewing Groups Set to Post
- Viewing Incomplete Deposits
- Viewing Incomplete Payments
- Viewing Interface Pending Activity
- Viewing Item Accounting Entries
- Viewing Item Activities
- Viewing Item Activity From a Group
- Viewing Item Activity From a Payment
- Viewing Item Activity Summary
- Viewing Items in Other Groups
- Viewing Outstanding Customer Items
- Viewing Outstanding Customer Payments
- Viewing Payment Groups
- Viewing Payments Set to Post
- Viewing Pending Item Status
- Viewing Related Item Status
- Viewing the Billing WorkCenter
- Viewing the Customer's Profile and Item Information
- Viewing the Payment Status
- Viewing the Receivables WorkCenter

Reference Materials (Cont.)

Reference Materials



STAR Job Aids

- Creating a Customer
- Generating an Invoice
- Deposit Processing
- Refunds
- Maintaining the Payment Worksheet
- Receivables Processing
- Managing Underpayments and Overpayments

For additional Information:

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

Glossary

Key Terms



The following key terms are used in this course:

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.
Aging	Process of categorizing receivables based on the number of days that they have been outstanding.
AR Update	Process used to update customer balances and create accounting entries.
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 Cycle	Bill Cycles are the category of the kind of bill, e.g., Standard Bills, Recurring Bills, or Installment 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.
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	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.

Glossary (Cont.)

Key Terms



The following key terms are used in this course:

Term	Definition
Billing Interface	The Billing Interface enables automatic creation of a bill using external data.
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	An individual, agency, or other organization in which the State of Wisconsin provides a good or service.
Customer Statement	Process used to extract data from customer and item records and populate Statement records.
Deposits	Monies 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.
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.
Electronic Deposit Form (EDF)	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.
Installment Bill	Installment bill is used to invoice in portions, with the total amount due split by percentage, or according to the custom definition.
Invoices	Invoices (Item) are a bill issued by the agency after having provided goods or services to the customer.
Payment Method	Payment Method describes how the invoice will be paid by the customer.

Glossary (Cont.)

Key Terms



The following key terms are used in this course:

Term	Definition
Payment Options	Payment Options provide more in-depth information for the entities that bill, ship, and receive the order.
Payment Predictor	A Payment Predictor is an automatic cash application process used to apply payments to open Accounts Receivable items in PeopleSoft.
Payment Terms	Payment Terms establish time increments in which the invoice must be paid.
Recurring Bill	Recurring bills can be generated daily, weekly, monthly, or annually (e.g., leases).
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 of the actions has a separate worksheet.