AR150
Using AR Templates

University of Michigan Shared Services

SHARED SERVICES CENTER
UNIVERSITY OF MICHIGAN

Course Map

- Course Introduction
- 1. Understanding Accounts Receivable Services
- 2. Establishing a Customer
- 3. Completing the General Billing Upload Form
- 4. Converting Unit Receivables
- Course Summary
- Course Evaluation

Course Map

Course Introduction

1. Understanding Accounts Receivable Services

2. Establishing a Customer

3. Completing the General Billing Upload Form

4. Converting Unit Receivables

Course Summary

Course Evaluation

Course Overview

Today we will discuss the services SSC Accounts Receivable performs as well as how to complete the General Customer Upload Form and the General Billing Upload Form.

Course Objectives:

- Define Accounts Receivable
- Understand what is and isn't included in General Accounts Receivable
- List examples of services that Accounts Receivable provides
- Understand how to complete the General Customer Upload Form
- Understand how to complete the General Billing Upload Form
- Understand the process for converting open invoices at the unit at the time of SSC Go Live

Course Introduction
Accounts Receivable Retained Units

Let’s Discuss …

What is your expectation for this class?

Course Map

Course Introduction

1. Understanding Accounts Receivable Services

2. Establishing a Customer

3. Completing the General Billing Upload Form

4. Converting Unit Receivables

Course Summary

Course Evaluation

Lesson 1 Understanding Accounts Receivable Services Objectives

After completing this lesson, you will be able to:

- Define accounts receivable
- Understand what is and isn't included in General Accounts Receivable
- List examples of services that Accounts Receivables provides

Accounts Receivable Narrative

After reading this document use the back button to return to this presentation

Lesson 1 Understanding Accounts Receivable Services Topics

Accounts receivable services

Do AR services apply to your unit?

Lesson 1 Understanding Accounts Receivable Services
Accounts Receivable Services Defined

Accounts receivable services

Do AR services apply to your unit?

What is Accounts Receivable (AR)?

- Accounts Receivable refers to money that is owed to the University and that has been billed to an external entity.
  - An external entity is defined as an entity outside of the University of Michigan.
  - A Billing (receivable) is required only if payment is not made at the time of receipt of the good/service.
  - General Accounts Receivable does *not* include student or patient billing. Sponsored Programs Billing is handled by the Sponsored Programs Office in conjunction with SSC Accounts Receivable.

Lesson 1 Understanding Accounts Receivable Services
Accounts Receivable Services Defined

Accounts receivable services

Do AR services apply to your unit?

Examples of services that are *not* included in General Accounts Receivable:

- Billing units within U-M
- Sponsored Project billing
- Student tuition
- Student loans
- Patient billing
- Retail sale for goods/services (online registration, computer showcase, ticket office, cafeteria, etc.)
- Hosting a conference where payment is made at registration

Lesson 1 Understanding Accounts Receivable Services
Accounts Receivable Services Defined

Accounts receivable services

Do AR services apply to your unit?

Examples of services that Accounts Receivable would be billing for in relation to General Receivables:

- Legal case record reviews
- Selling body parts for science, mice, ULAM services, etc.
- Process training (lean, six sigma)
- Memberships
- Room/equipment rental

Lesson 1 Understanding Accounts Receivable Services
Accounts Receivable Services Defined

Accounts receivable services

Do AR services apply to your unit?

What services are provided?

- General Receivables invoice processing
- General Receivables invoice collections
- Sponsored Programs sponsor form reporting, cost share reporting, invoice creation and processing
- Sponsored Programs invoice collections
- Payment identification and processing

Lesson 1 Understanding Accounts Receivable Services
Determining if AR Services Apply to Your Unit

Accounts receivable services

Do AR services apply to your unit?

Does this pertain to my unit? If you can answer Yes to any of the following questions, then General Accounts Receivable services apply to your unit.

- Does your unit provide goods/services to external customers that are not paid for at the time of receipt of the good or service?
- Does your unit send invoices/requests for payment to external customers?
- Does your unit rent space or use of equipment to external entities and not require payment at the time of use?
- Are there any questions on whether General Accounts Receivable services apply to your unit?

Lesson 1 Understanding Accounts Receivable Services Summary

Accounts receivable services

Do AR services apply to your unit?

Having completed this lesson, you should now be able to:

- Define accounts receivable
- Understand what is and isn't included in General Accounts Receivable
- List examples of services that Accounts Receivables provides

Lesson 1 Understanding Accounts Receivable Services Knowledge Checkpoint

1. Accounts Receivable refers to money that is owed to the University and that has been billed to an external entity.

State whether True or False.

a. True

b. False

Lesson 1 Understanding Accounts Receivable Services Knowledge Checkpoint

1. Accounts Receivable refers to money that is owed to the University and that has been billed to an external entity.

State whether True or False.

a. True

b. False

Course Map

Course Introduction

1. Understanding Accounts Receivable Services

2. Establishing a Customer

3. Completing the General Billing Upload Form

4. Converting Unit Receivables

Course Summary

Course Evaluation

Lesson 2 Establishing a Customer Objective

After completing this lesson, you will be able to:

- Understand how to complete the General Customer Upload Form

Lesson 2 Establishing a Customer Topics

- Initial customer set-up
- General Customer Upload form

Lesson 2 Establishing a Customer

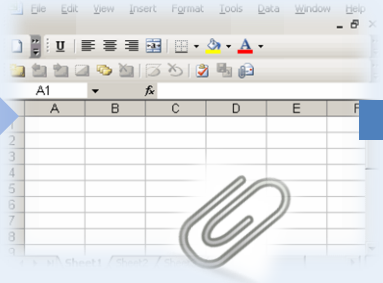
Unit signs agreement with external customer

Unit runs query in M-Pathways to see if customer already exists

If customer does not exist, unit downloads **General Customer Upload form** and fills in customer info.

Cont'd

Cont'd



Unit sends completed form (Excel) as email attachment to SSC

SSC uploads customer in M-Pathways

Unit receives customer ID via email from SSC

SHARED SERVICES CENTER
UNIVERSITY OF MICHIGAN

Lesson 2 Establishing a Customer
Initial Customer Set-Up

Initial customer set-up

General Customer Upload form

1. What is the start of the process?
   - The unit discovers the need to bill a customer for some good/service. Customers can be established in advance of billing.
     - The customer can be established when an agreement is established for goods/services to be provided at a future date.
   - If you know that you will be billing a customer at some point in the future, it is recommended that you establish the customer as soon as the information is available.

Lesson 2 Establishing a Customer
Initial Customer Set-Up

Initial customer set-up

General Customer Upload form

2. Run a query in M-Pathways to see if the customer already exists.
   - If the customer already exists and the address is the exact address you wish your invoice to be mailed to, there is no need to complete the customer upload, you can proceed directly to the the General Billing Upload form.
   - If the customer does not appear on the query results or the address is slightly different, complete the General Customer Upload form.

Lesson 2 Establishing a Customer
General Customer Upload Form

Initial customer set-up

General Customer Upload form

3. Download form and complete it.

[General Customer Upload Template]

[General Customer Upload Template Procedure]

Billing an External Customer

After reading this document use the back button to return to this presentation

Lesson 2 Establishing a Customer
General Customer Upload

Initial customer set-up

General Customer Upload form

4. Send form to SSC:
   - Once upload template is complete, save file to your local drive or location of choice.
   - Email genrecinvoices@umich.edu the completed template file. Attach as an Excel file.
   - SSC will establish a customer within 3 business days of receiving an request to create a customer. Once the customer is established, the unit email address on the form will receive an email with the customer number. Unit will receive one email per customer created. Form can accommodate up to 100 customer requests.
   - Unit can complete the General Billing Upload form once the customer number has been received.

Lesson 2 Establishing a Customer Summary

Initial customer set-up

General Customer Upload form

Having completed this lesson, you should now be able to:

- Understand how to complete the General Customer Upload form

SHARED SERVICES CENTER
UNIVERSITY OF MICHIGAN

Lesson 2 Establishing a Customer Knowledge Checkpoint

1. Customers can be established in advance of billing.

State whether True or False.

a. True

b. False

Lesson 2 Establishing a Customer Knowledge Checkpoint

1. Customers can be established in advance of billing.

State whether True or False.

a. True

b. False

Lesson 2 Establishing a Customer Knowledge Checkpoint

2. If the customer does not appear on the query results or the address is slightly different, complete the billing template.

State whether True or False.

a. True

b. False

Lesson 2 Establishing a Customer Knowledge Checkpoint

2. If the customer does not appear on the query results or the address is slightly different, complete the General Billing Upload form.

State whether True or False.

a. True

b. False – If the customer does not appear on the query and/or the address is slightly different, you must complete the General Customer Upload Form.

Course Map

- Course Introduction
- 1. Understanding Accounts Receivable Services
- 2. Establishing a Customer
- **3. Completing the General Billing Upload Form**
- 4. Converting Unit Receivables
- Course Summary
- Course Evaluation

Lesson 3 Completing the General Billing Upload Form Objective

After completing this lesson, you will be able to:

- Understand how to complete the General Billing Upload form

Lesson 3 Completing the General Billing Upload Form Topics

General Billing Upload form

Other unit responsibilities

Lesson 3 Completing the General Billing Upload Form
General Billing Upload Form

General Billing Upload form

Other unit responsibilities

1. Download the General Billing Upload form
   - Before starting the General Billing Upload form, you need a customer number. The customer number either already existed or you requested a customer from SSC using the General Customer Upload form.

   General Billing Upload Template

   General Billing Upload Template Procedure

Lesson 3 Completing the General Billing Upload Form
General Billing Upload Form

General Billing Upload form

Other unit responsibilities

2. Send General Billing Upload form to the SSC
   - Once the General Billing Upload form is complete, save the file to your local drive or location of your choice.
   - Up to 100 bills can be included on one form as long as additional support is not required
   - Email genrecinvoices@umich.edu the completed file. The file should be attached as an Excel file.
   - If additional invoice support is required, the unit can attach this support to the email. If supporting documentation is necessary, the unit may only include one invoice per form.
     - This support should be in PDF format.

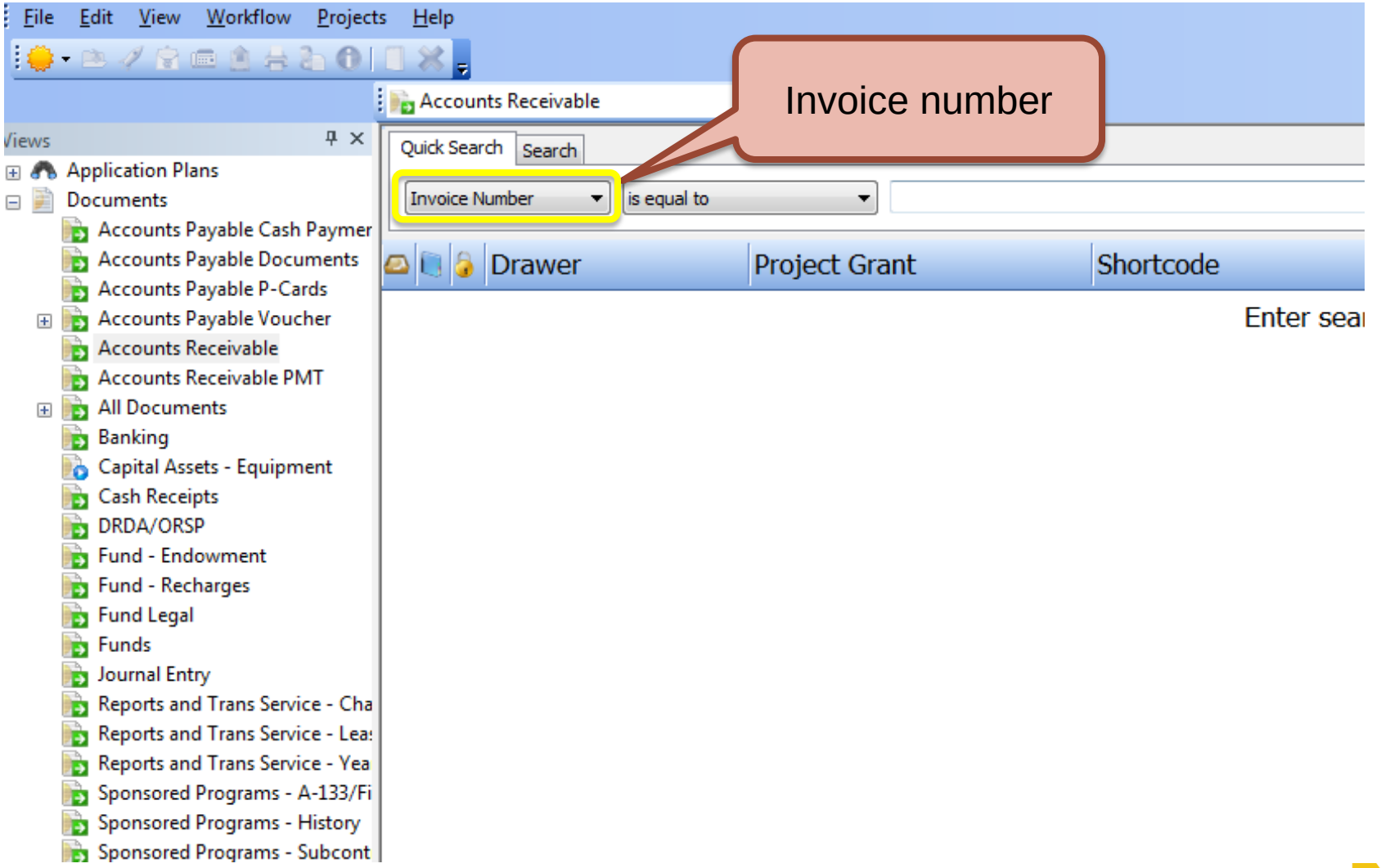
Lesson 3 Completing the General Billing Upload Form
General Billing Upload Form

General Billing Upload form

Other unit responsibilities

2. Send General Billing Upload form to the SSC *(Cont'd)*
   - SSC will process the invoice within 3 business days of receipt of email.
   - The unit email address, listed on the form, will receive an email listing the invoice number, customer name, and invoice amount, etc.
     - Unit will receive one email for every invoice processed.
   - Once email with invoice number has been received by unit, the invoice is available for viewing by the unit in imaging. Please see the next slide for a screen shot of where the invoice is stored in imaging

Lesson 3 Completing the General Billing Upload Form
General Billing Upload Form



Lesson 3 Completing the General Billing Upload Form Other Unit Responsibilities

General Billing Upload Form

Other unit responsibilities

Other unit responsibilities are covered in Training Course AR160:

- Roles and Responsibilities
- Checks and Customer/Sponsor Calls
- Fund Specific Invoicing Rules
- Monthly Reports
- Collection Process Roles
- Accounts Receivable Best Practices for Unit

Lesson 3 Completing the General Billing Upload Form Summary

General Billing Upload form

Other unit responsibilities

Having completed this lesson, you should now be able to:

- Understand how to complete the General Billing Upload form

Lesson 3 Completing the General Billing Upload Form Knowledge Checkpoint

1. The customer number is required before starting the General Billing Upload form.

State whether True or False.

a. True

b. False

Lesson 3 Completing the General Billing Upload Form Knowledge Checkpoint

1. The customer number is required before starting the General Billing Upload form.

State whether True or False.

a. True

b. False

Lesson 3 Completing the General Billing Upload Form Knowledge Checkpoint

2. The completed General Billing Upload form should be attached in the e-mail as an Excel file.

State whether True or False.

a. True

b. False

Lesson 3 Completing the General Billing Upload Form Knowledge Checkpoint

2. The completed General Billing Upload form should be attached in the e-mail as an Excel file.

State whether True or False.

a. True

b. False

Course Map

- Course Introduction
- 1. Understanding Accounts Receivable Services
- 2. Establishing a Customer
- **3.** Completing the General Billing Upload Form
- **4. Converting Unit Receivables**
- Course Summary
- Course Evaluation

Lesson 4 Converting Unit Receivables Objective

After completing this lesson, you will be able to:

- Understand the process for converting open invoices at the unit at the time of SSC Go Live

Lesson 4 Converting Unit Receivables Topics

- Convert Open Unit Invoices
- After Unit Invoice Conversion

Lesson 4 Converting Unit Receivables

Convert Open Unit Invoices

Convert Open Unit Invoices

After Unit Invoice Conversion

- Unit open invoices will be converted into the M-Pathways Accounts Receivable (AR) system just prior to SSC Go Live.
- At conversion, unit invoices will receive an AR assigned invoice number. If the unit has already assigned an invoice number, this will become the department reference number.

Lesson 4 Converting Unit Receivables

Convert Open Unit Invoices

Convert Open Unit Invoices

After Unit Invoice Conversion

- The unit will complete an excel template with a list of open invoices and other general information about the invoice.
- The SSC and unit will make sure the customer exists in the AR system or a new customer will be created.
- The unit provides an excel conversion template and a copy of each invoice in the month of July 2014 to SSC AR.
- AR will upload the conversion template.
- An AR invoice number will be established.

Lesson 4 Converting Unit Receivables
After Unit Invoice Conversion

Convert Open Unit Invoices

After Unit Invoice Conversion

- SSC AR will handle all collection matters related to the invoice.
- Payments will be processed by SSC AR.
- In the event the payment goes to the unit during the transition period, unit will deposit payment to AR chartfields. This process of depositing payment for AR invoice will be discussed further in AR 160.

Lesson 4 Converting Unit Receivables
After Unit Invoice Conversion

Convert Open Unit Invoices

After Unit Invoice Conversion

- To obtain a copy of the conversion template for open unit invoices, contact Jamie Zawistowski at jzawisto@umich.edu to establish a time to complete the information and discuss the specific open unit invoices.
- Please do this as soon as possible if your unit will likely have open receivables in July.

Lesson 4 Converting Unit Receivables Knowledge Checkpoint

1. At conversion, unit invoices will receive an AR assigned invoice number.

State whether True or False.

a. True

b. False

Lesson 4 Converting Unit Receivables Knowledge Checkpoint

1. At conversion, unit invoices will receive an AR assigned invoice number.

State whether True or False.

a. True

b. False

Lesson 4 Converting Unit Receivables Knowledge Checkpoint

2. SSC AP will handle all collection matters related to the invoice.

State whether True or False.

a. True

b. False

Lesson 4 Converting Unit Receivables Knowledge Checkpoint

2. SSC AP will handle all collection matters related to the invoice.

State whether True or False.

a. True

b. False – SSC AR will handle all collection matters related to the invoice.

Course Summary

Well done! You've completed the material in this course.

You should now be able to:

- Define Accounts Receivable
- Understand what is and isn't included in General Accounts Receivable
- List examples of services that Accounts Receivable provides
- Understand how to complete the General Customer Upload Form
- Understand how to complete the General Billing Upload Form
- Understand the process for converting open invoices at the unit at the time of SSC Go Live

AR150 Using AR Templates
Knowledge Assessment

1. Accounts Receivable invoices for Student Tuition.

   State whether True or False.

   a. True

   b. False

AR150 Using AR Templates
Knowledge Assessment

1. Accounts Receivable invoices for Student Tuition.

State whether True or False.

a. True

b. False – Student Financial Operations handles Student Tuition.

AR150 Using AR Templates
Knowledge Assessment

2. General Accounts Receivable invoice collection is handled by the SSC.

State whether True or False.

a. True

b. False

AR150 Using AR Templates
Knowledge Assessment

2. General Accounts Receivable invoice collection is handled by the SSC.

State whether True or False.

a. True

b. False

AR150 Using AR Templates
Knowledge Assessment

3. If a customer already exists in the M-Pathways Accounts Receivable with the exact name and address that you want to bill, do you still have to complete the General Customer Upload form?

State whether Yes or No.

a. Yes

b. No

AR150 Using AR Templates
Knowledge Assessment

3. If a customer already exists in the M-Pathways Accounts Receivable with the exact name and address that you want to bill, do you still have to complete the General Customer Upload form?

State whether Yes or No.

a. Yes

b. No

AR150 Using AR Templates
Knowledge Assessment

4. A customer will be established by SSC within 3 business days of the receipt of the General Customer Upload form.

State whether True or False.

a. True

b. False

AR150 Using AR Templates
Knowledge Assessment

4. A customer will be established by SSC within 3 business days of the receipt of the General Customer Upload form.

State whether True or False.

a. True

b. False

AR150 Using AR Templates
Knowledge Assessment

5. Can additional support be sent with the invoice?

State whether Yes or No.

a. Yes

b. No

AR150 Using AR Templates
Knowledge Assessment

5. Can additional support be sent with the invoice?

State whether Yes or No.

a. Yes

b. No

AR150 Using AR Templates
Knowledge Assessment

6. Is a copy of the invoice available in imaging?

State whether Yes or No.

a. Yes

b. No

AR150 Using AR Templates
Knowledge Assessment

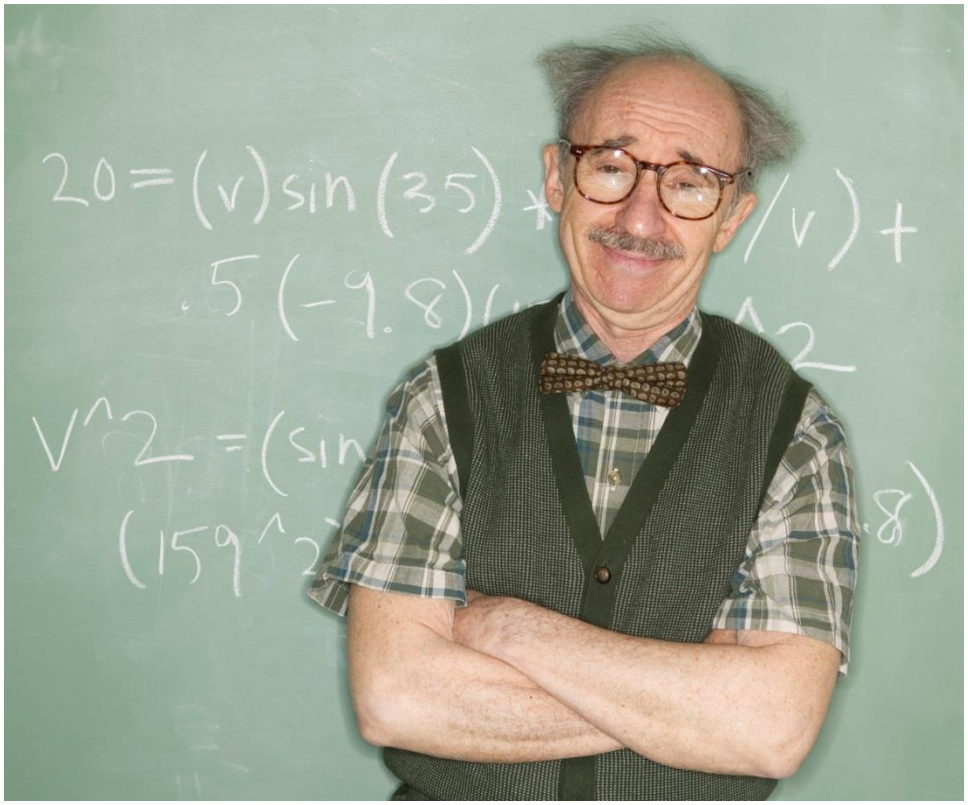
6. Is a copy of the invoice available in imaging?

State whether Yes or No.

a. Yes

b. No

Questions?



- For SSC Accounts Receivable questions, contact Jamie Zawistowski at jzawisto@umich.edu
- For AST project related questions, please contact ast-contact@umich.edu

Next Steps

- Course Evaluation

Training Materials

- Materials used in this presentation are posted in MyLINC

Congratulations!

You have successfully completed the course!

AR150 Using AR Templates

SHARED SERVICES CENTER
UNIVERSITY OF MICHIGAN