Course Agenda

Course Introduction

1. Roles and Responsibilities
2. Checks and Customer/Sponsor Calls
3. Fund Specific Invoicing Rules
4. Monthly Reports
5. Collection Process Roles
6. Accounts Receivable Best Practices for Unit

Course Summary

Course Evaluation
Course Overview

Today, we will discuss information for the retained organization relating to Accounts Receivable processes.

After completing this course, Retained Unit Accounts Receivable Associates will be able to:

- Understand the unit roles and responsibilities
- Describe how to handle cash, checks, customer/sponsor calls
- Explain which funds can have billing activity
- Know how to run the monthly statement reports
- Understand the unit role in the collection process
- Discuss best practices
Let’s Discuss…. 

How many people have already or plan to attend AR 150?

Has anyone started using the new AR templates or tried inputting test information? If so, do you have any comments to share with this class?
Course Agenda

1. Roles and Responsibilities
   2. Checks and Customer/Sponsor Calls
   3. Fund Specific Invoicing Rules
   4. Monthly Reports
   5. Collection Process Roles
   6. Accounts Receivable Best Practices for Unit

Course Summary

Course Evaluation
Lesson 1 Roles and Responsibilities

Objectives

After completing this lesson, you will be able to:

- Understand what service support is provided by the SSC
- Identify which AR processes will be performed in the unit and which will be performed by the SSC
- Recognize which invoices are eligible for payment via credit card
Lesson 1 Roles and Responsibilities

Topics

- SSC AR services & information
- Maintain general customer records
- Record general receivable
- Manage & process collections
Lesson 1 Roles and Responsibilities
SSC AR Services & Information

SSC AR Services Provided
- General Receivables (GR) invoice processing
- GR invoice collection
- Sponsored Programs (SP) sponsor form reporting, cost share reporting, invoice creation and processing
- SP invoice collection
- Check and credit card payment identification and processing
- ACH, wire, lockbox identification and processing
Lesson 1 Roles and Responsibilities
SSC AR Services & Information

Information to Note
- Unit receives revenue on SOA (Statement of Activity) at invoice processing
- Revenue on SOA does not indicate payment has been received
- Only General Receivable & Various Sponsor Sponsored Agreement invoices $10K or under are eligible for payment from customer via credit card payment method
- 2.7% credit card processing fee of total transaction amount charged to unit
Lesson 1 Roles and Responsibilities
SSC AR Services & Information

Information to Note
- If unit is made aware of electronic funds transfer to U-M bank account, notify SSC at electronicpmts@umich.edu and provide shortcode and/or project and account code.
- If vendor requires electronic payment paperwork be filled out, forward to SSC for completion with help from Treasury when necessary. Email this paperwork to electronicpmts@umich.edu.
Lesson 1 Roles and Responsibilities
SSC AR Services & Information

Information to Note

- Payments for non-invoiced activity: vendor should be instructed to include ShortCode, and the project/grant number on transmission to bank.
- If unit is looking for funds that should have arrived and been applied to unit shortcode, email unallocatedSSC@umich.edu to inquire about the payment. Please provide details you have regarding the payment made.
Lesson 1 Roles and Responsibilities
SSC AR Services & Information

Information to Note
– SSC AR will reach out individually to units regarding unallocated payments if research indicates the payment may belong to a specific unit.
– In the future, each unit will be asked to appoint one or two people per unit to be responsible for receiving and reviewing an unallocated list of payments.
Lesson 1 Roles and Responsibilities
Maintain General Customer Records

Maintain general customer records – unit responsibilities

- Run query to determine if customer already exists, if does not exist complete general customer upload form.
- Email general customer upload to SSC
- Notify SSC of any customer address/contact info changes
Record general receivable – unit responsibilities

- Compile billing source data
- Complete general invoice form
- Email general invoice form to SSC
- Work with SSC if errors occur during bill upload process
Lesson 1 Roles and Responsibilities
Manage and Process Collections

- SSC AR services & information
- Maintain general customer records
- Record general receivable
- Manage & process collections

Manage & process collections – unit responsibilities
- Work with SSC when dispute arises
- Determine if past due receivable should be sent to collection agency or write-off
1. Only General Receivable & Various Sponsor Sponsored Agreement invoices $10K or under are eligible for payment from the customer via the credit card payment method.

State whether True or False.

a. True
b. False
Lesson 1 Roles and Responsibilities
Knowledge Checkpoint

1. Only General Receivable & Various Sponsor Sponsored Agreement invoices $10K or under are eligible for payment from the customer via the credit card payment method.

State whether True or False.

✔️ a. True

b. False
Lesson 1 Roles and Responsibilities
Knowledge Checkpoint

2. Revenue on SOA indicates payment has been received.

State whether True or False.

a. True

b. False
Lesson 1 Roles and Responsibilities
Knowledge Checkpoint

2. Revenue on SOA indicates payment has been received.

State whether True or False.

a. True

b. False – Revenue on SOA does not indicate payment has been received. This indicates the invoice was processed.
Lesson 1 Roles and Responsibilities
Knowledge Checkpoint

3. The SSC provides services for Sponsored Programs invoice collection.

State whether True or False.

a. True
b. False
3. The SSC provides services for Sponsored Programs invoice collection.

State whether True or False.

- a. True
- b. False
Lesson 1 Roles and Responsibilities

Summary

- Understand what service support is provided by the SSC
- Identify which AR processes will be performed in the unit and which will be performed by the SSC
- Recognize which invoices are eligible for payment via credit card

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

- Maintain general customer records
- Record general receivable
- Manage & process collections

SSC AR services & information

Record general receivable

Manage & process collections

Maintain general customer records

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Course Agenda

1. Course Introduction
2. Checks and Customer/Sponsor Calls
3. Fund Specific Invoicing Rules
4. Monthly Reports
5. Collection Process Roles
6. Accounts Receivable Best Practices for Unit
   
   Course Summary
   
   Course Evaluation
Lesson 2 Checks and Customer/Sponsor Calls

Objectives

After completing this lesson, you will be able to:

- Identify unit tasks for various check and customer call scenarios
Lesson 2 Checks and Customer/Sponsor Calls

Topics

- Check received scenario
- Customer call scenario
- Information received scenario
Lesson 2 Checks and Customer/Sponsor Calls

Check Received Scenario

**Scenario**

Unit receives check for invoice processed by SSC. The unit can call the SSC or can refer to unit narrative called Receiving Payment in the unit that provides the step by step procedure for depositing a check to the AR chartfields.

**Unit Task**

- Call SSC or refer to unit narrative for instructions on how to deposit the check immediately to the AR chartfields.
- Check deposited by unit to Accounts Receivable chartfields.

**Call SSC or refer to unit narrative for instructions on how to deposit the check immediately to the AR chartfields.**
Lesson 2 Checks and Customer/Sponsor Calls
Check Received Scenario

- **Scenario**
  - Customer calls the unit regarding an invoice

- **Unit Task**
  - Direct the customer to call SSC number listed on the invoice or send an email to the email address listed on the invoice.
Lesson 2 Checks and Customer/Sponsor Calls
Check Received Scenario

- Check received scenario
- Customer call scenario
- Information received scenario

Scenario
Unit receives information relating to an invoice, invoice payments or a customer issue

Unit Task
Notify the SSC
1. What should the unit do if it receives a check for an invoice processed by the SSC?

Check all that apply.

a. Call SSC for instructions on how to deposit the check immediately
b. Send check to SSC so SSC can deposit
c. Deposit check to Accounts Receivable ChartFields
d. Void the check
1. What should the unit do if it receives a check for an invoice processed by the SSC?

Check all that apply.

- a. Call SSC for instructions on how to deposit the check immediately
- b. Send check to SSC so SSC can deposit
- c. Deposit check to Accounts Receivable ChartFields
- d. Void the check
Lesson 2 Checks and Customer/Sponsor Calls

Summary

- Check received scenario
- Customer call scenario
- Information received scenario

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

- Identify unit tasks for various check and customer call scenarios
Course Agenda

1. Roles and Responsibilities
2. Checks and Customer/Sponsor Calls
3. Fund Specific Invoicing Rules
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5. Collection Process Roles
6. Accounts Receivable Best Practices for Unit

Course Summary

Course Evaluation
Lesson 3 Fund Specific Invoicing Rules

Objectives

After completing this lesson, you will be able to:

– Understand which fund to use for different types of external customer billings
Lesson 3 Fund Specific Invoicing Rules

Topics

Fund invoicing rules
Lesson 3 Fund Specific Invoicing Rules
Fund Invoicing Rules

Use these funds for external customer billings
- Fund 10000: General Fund
- Fund 20000: Sponsored Federal
- Fund 25000: Sponsored Non Federal
- Fund 30000: Gift Fund
- Fund 40000: Designated Fund
- Fund 50000: Auxiliary Fund
Lesson 3 Fund Specific Invoicing Rules

Fund Invoicing Rules

Fund 10000: General Fund
- No external revenue allowed in this fund except for non-degree student revenue at account 413310
- Can bill an external entity, but only to recoup expenses incurred in general fund
- The payment would offset the expense and therefore that billing would be processed against an expense account rather than a revenue account
Lesson 3 Fund Specific Invoicing Rules

Fund Invoicing Rules

Fund 20000: Sponsored Federal
- Billings against this fund will be processed by the SSC Billing Team per the terms of the agreement provided by the Sponsored Programs Office and assistance from the unit when necessary.
Lesson 3 Fund Specific Invoicing Rules
Fund Invoicing Rules

Fund invoicing rules

Fund 25000: Sponsored Non-Federal
- Billings against this fund will be processed by the SSC Billing Team per the terms of the agreement provided by the Sponsored Programs Office and assistance from the unit when necessary
Lesson 3 Fund Specific Invoicing Rules

Fund Invoicing Rules

Fund 30000: Gift Fund
- Generally there are no billings against this fund unless to recoup expenses incurred on this fund relating to an external entity.
Lesson 3 Fund Specific Invoicing Rules

Fund Invoicing Rules

Fund invoicing rules

Fund 40000: Designated Fund
  – Can bill customers for departmental activity
  – No recharge revenue/billing allowed
Fund 50000: Auxiliary Fund
- Can bill customers for departmental activity
- No recharge revenue/billing allowed
Lesson 3 Fund Specific Invoicing Rules
Knowledge Checkpoint

1. Which fund should be used for gifts?

Choose the correct answer.

a. Fund 10000
b. Fund 20000
c. Fund 25000
d. Fund 30000
Lesson 3 Fund Specific Invoicing Rules
Knowledge Checkpoint

1. Which fund should be used for gifts?

Choose the correct answer.

- a. Fund 10000
- b. Fund 20000
- c. Fund 25000
- **d. Fund 30000**
Lesson 3 Fund Specific Invoicing Rules

Summary

Having completed this lesson, you should now:

– Understand which fund to use for different types of external customer billings
# Course Agenda

1. **Course Introduction**
2. **1. Roles and Responsibilities**
3. **2. Checks and Customer/Sponsor Calls**
4. **3. Fund Specific Invoicing Rules**
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6. **5. Collection Process Roles**
7. **6. Accounts Receivable Best Practices for Unit**
8. **Course Summary**
9. **Course Evaluation**
Lesson 4 Monthly Reports
Objectives

After completing this lesson, you will be able to:

- Understand how to run various monthly AR reports
- Identify the options for running Statement of Receivables and Aging Reports
- Recognize the criteria for running monthly reports
Lesson 4 Monthly Reports

Topics

Running Monthly Reports
Lesson 4 Monthly Reports
Statement of Receivables Reports

There are three options for running Statement of Receivable and Aging Reports:

– M-Pathways
– Business Objects
– M-Reports

Note: M-Pathways, M-Reports and Business Objects AR tables are updated daily
Lesson 4 Monthly Reports
Statement of Receivables Reports

Running Monthly Reports

Select criteria for running report:
– Project Grant
– Fund/Department /Program

Parameters

Run Control ID: Aging Report Manager Process Monitor

Report Request Parameters

Business Unit: GNREC
Fund Code: 10000
Department: 929550
Program Code: 76240
Fiscal Year: 2014
Period: 8
Lesson 4 Monthly Reports

Statement of Receivables Reports

Running Monthly Reports

- For instructions on the fields and how to read the Aging Report or the Statement of Receivables Report, click below to download the MyLINC documents that provide this information
  - [Statement of Receivables Report Field Descriptions](#)
  - [Aging Detail Report Field Descriptions](#)
Lesson 4 Monthly Reports
Knowledge Checkpoint

1. M-Pathways is updated weekly.
   State whether True or False.
   a. True
   b. False
Lesson 4 Monthly Reports
Knowledge Checkpoint

1. M-Pathways is updated weekly.

State whether True or False.

   a. True
   ✓ b. False – M-Pathways is updated daily.
Lesson 4 Monthly Reports

Summary

- Understand how to run various monthly AR reports
- Identify the options for running Statement of Receivables reports
- Recognize the criteria for running monthly reports

Having completed this lesson, you should now:
Course Agenda

- Course Introduction
- 1. Roles and Responsibilities
- 2. Checks and Customer/Sponsor Calls
- 3. Fund Specific Invoicing Rules
- 4. Monthly Reports
- **5. Collection Process Roles**
- 6. Accounts Receivable Best Practices for Unit
- Course Summary
- Course Evaluation
Lesson 5 Collection Process Roles

Objectives

After completing this lesson, you will be able to:
- Be familiar with the collection process and division of responsibility with the SSC
Lesson 5 Collection Process Roles

Topics

Tasks & expectations
Lesson 5 Collection Process Roles
Tasks & Expectations

SSC provides all collections services and involves unit to resolve issues and questions as necessary.
Lesson 5 Collection Process Roles
Tasks & Expectations

Unit refers customer calls & interactions information to SSC.
If collection by SSC is not successful, the unit will have the option to send the invoice to an external agency or write it off.
Unit will make final decision on course of action.
1. SSC provides all collections services and involves unit to resolve issues and questions as necessary.

State whether True or False.

a. True
b. False
Lesson 5 Collection Process Roles
Knowledge Checkpoint

1. SSC provides all collections services and involves unit to resolve issues and questions as necessary.

State whether True or False.

✔ a. True

b. False
Lesson 5 Collection Process Rules
Summary

Having completed this lesson, you should now:

– Be familiar with the collection process and division of responsibility with the SSC
Course Agenda

- Course Introduction
- 1. Roles and Responsibilities
- 2. Checks and Customer/Sponsor Calls
- 3. Fund Specific Invoicing Rules
- 4. Monthly Reports
- 5. Collection Process Roles
- **6. Accounts Receivable Best Practices for Unit**
- Course Summary
- Course Evaluation
Lesson 6 Best Practices for Units

Objectives

After completing this lesson, you will be able to:

- Identify several best practices for AR processes
Lesson 6 Best Practices for Units

Topics

Best practice examples

Aging reports

Information received

Scenario

Manage & process collections

General billing

Coverage
Lesson 6 Best Practices for Units
Best Practice Examples

Process invoices in a timely manner through SSC
Aggregate small dollar amount charges incurred during a month into a single invoice if possible.
Lesson 6 Best Practices for Units

Best Practice Examples

Review Statement of Receivables Report and Aging Report monthly
Lesson 6 Best Practices for Units
Best Practice Examples

Refer invoice related inquiries to SSC
Lesson 6 Best Practices for Units
Knowledge Checkpoint

1. Invoice related inquiries should be referred to the SSC.

State whether True or False.

a. True

b. False
Lesson 6 Best Practices for Units
Knowledge Checkpoint

1. Invoice related inquiries should be referred to the SSC.

State whether True or False.

- a. True  ✔
- b. False
Lesson 6 Best Practices for Units

Summary

Best practice examples

Having completed this lesson, you should now:

– Be able to identify several best practices for AR processes
Well done! You’ve completed the material in this course.

You should now be able to:

– Understand the unit roles and responsibilities
– Describe how to handle cash, checks, customer/sponsor calls
– Explain which funds can have billing activity
– Know how to run the monthly statement reports
– Understand the unit role in the collection process
– Discuss best practices
1. SSC AR Services provides the following services.

Check all that apply.

– Sponsored Programs (SP) sponsor form reporting, cost share reporting, invoice creation and processing
– General Receivable (GR) and SP invoice processing and collection
– Vendor maintenance and voucher creation in M-Pathways
– ACH, wire, lockbox identification and processing
1. SSC AR Services provides the following services.

Check all that apply.

- Sponsored Programs (SP) sponsor form reporting, cost share reporting, invoice creation and processing
- General Receivable (GR) and SP invoice processing and collection
- Vendor maintenance and voucher creation in M-Pathways
- ACH, wire, lockbox identification and processing
2. The 40000 Designated Fund can be used to bill customers for departmental activity.

State whether True or False.

a. True

b. False
2. The 40000 Designated Fund can be used to bill customers for departmental activity.

State whether True or False.

✓ a. True

b. False
AR160 Money, Process and Payments
Knowledge Assessment

3. Business Objects is the only option for running Statement of Receivable reports.

State whether True or False.

a. True
b. False
3. Business Objects is the only option for running Statement of Receivable reports.

State whether True or False.

a. True

b. False – Report can be run in Business Objects, M-Pathways and M-Reports
4. If collection by SSC is not successful, the unit will have the option to send an invoice to the external collection agency or to write off the amount.

State whether True or False.

a. True
b. False
4. If collection by SSC is not successful, the unit will have the option to send an invoice to the external collection agency or to write off the amount.

State whether True or False.

✅ a. True

b. False
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