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Cash Receipt (CR)

- Used to record cash and checks for subsequent deposit into bank accounts by Cash Operations.

- The CR eDoc routes to Cash Operations staff for approval after the deposit has been brought/sent to the Cash Operations Office.

To create a Cash Receipt:

- **Main Menu Tab**
  - **Transactions**
  - **Financial Processing**
  - **Cash Receipt**
**Cash Receipt (CR) (continued)**

Use the drop down menu to choose between entering individual checks/batches or total only.

Enter Description

Enter currency and coin count here.
**Cash Receipt (CR) (continued)**

Enter individual check details (check #, date, description [name on check], amount) *(if you did not choose total from drop down menu)* and click ‘add’ button.

Enter Accounting Lines: account number, object code, and amount. *(If using expense object code, amount entered must be negative)* and click ‘add’.

Use ‘Individual Checks/Batches’ to list checks individually in the eDoc. For large number of checks, use ‘Total Only’ to enter total amount of checks in box, and attach Excel spreadsheet to Notes and Attachments tab. Excel file should include check #, date, and amount. If ‘Total Only’ is selected and spreadsheet is not attached, eDoc could be disapproved.

Enter Line Description *(not required, but appears on General Ledger)*.

Click ‘add’ button after each accounting line.
**Cash Receipt (CR)** (continued)

<table>
<thead>
<tr>
<th>Total Check Amount</th>
<th>Individual Checks/Batches</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Total Currency</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Total Coin</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Cash Submission</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>SubTotal</td>
<td></td>
</tr>
<tr>
<td>Money Submission</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Total Change Currency</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Total Change Coin</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Change Request</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Reconciliation Net Total</td>
<td></td>
</tr>
<tr>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Accounting line(s) total and cash reconciliation total should equal

The remaining tabs are optional - Notes and Attachments may be entered but are *not* required.

Click ‘submit’

Upon submission, CR will route to Cash Operations for validation.

After eDoc is submitted, a message appears ‘Document was successfully submitted’.

Click on pdf icon beside Print Cash Receipt Coversheet to retain copy for your records.
Advance Deposit (AD)

- When departments receive wire or ACH payments, an Advance Deposit (AD) eDoc is required to record receipt of the funds.
- An AD is also used to report batches of RDS checks.
- ADs enable distribution of the amount received directly to the appropriate accounts at the bank.

To Create an Advance Deposit

Main Menu Tab
- Transactions
- Financial Processing
- Advance Deposit

Transactions

Accounts Receivable
- Cash Control
- Customer Credit Memo
- Customer Invoice
- Customer Invoice Writeoff
- Customer Invoice Writeoff Lookup
- Payment Application

Budget Construction
- Budget Construction Selection

Financial Processing
- Advance Deposit
- Adjustment/Accrual Voucher
- Budget Adjustment
- Cash Receipt
- Credit Card Receipt
- Disbursement Voucher
- Distribution of Income and Expense
- General Error Correction
- Indirect Cost Adjustment
- Internal Billing
- Pre-Encumbrance
- Single Sided Budget Adjustment
- Transfer of Funds
Advance Deposit (AD) (continued)

RDS users must list location number in Organization Document Number field, for example “67000002”

Enter Description

Enter Date, Reference Number

Enter Amount and click ‘add’

Enter Line Description (not required but appears on General Ledger)

Enter Account Number, Object Code, Amount and click ‘add’ then ‘submit’

Note: Accounting Line Total and Advance Deposit Total should equal
Credit Card Receipt (CCR)

- Used for departmental deposit of credit card receipts.
- Records income received via credit card payments.
- Negative accounting lines are acceptable.

To Create a Credit Card Receipt:

- **Main Menu Tab**
  - Transactions
  - Financial Processing
  - Credit Card Receipt

Enter Description *(date of transactions MM/DD/YY, Amount, last three digits of merchant number)*

Enter Credit Card Type *(click on Magnifying Glass for options)*
Once options are displayed, choose correct Credit Card Type Code, click ‘return value’

Enter Vendor Number (10 digit number assigned or click magnifying glass for lookup)

Enter Date, Ref Nbr (Reference Number) and Amount

Enter Account Number, Object Code, and Amount

Enter Line Description (not required but appears on General Ledger)

Click ‘submit’

Click ‘search’ and system will show available options below

A separate e-doc will need to be done for each credit card type

Note: Accounting Line Total must equal the Credit Card Receipt
After a document has been saved, the General Ledger Pending Entries tab will populate with debits and credits.

**Note:** Utilizing the General Ledger Pending Entries Tab is a beneficial tool to confirm entries prior to submission.

Please attach supporting documentation for CCR’s in the Notes and Attachments section - supporting documentation can be a copy of the daily settlement or any other report run to confirm the daily credit card activity.
**Customer eDoc (CUS)**

- Used to create new customers and edit existing customers.
- KFS auto-generates new customer account numbers. See specifications below for further details.
- Stores customer biographical information (address, phone number, customer type, tax ID, etc.)
- Allows multiple addresses for each customer.

*Note: Customer statements are strictly mailed to the primary address*

**Customer eDoc Specifications**

1) The customer account number is based on user entry in customer name field. *The customer name must be entered as last name, first name*. A customer account number will be auto-generated and consist of the first 3 letters of the last name and 4 to 5 numerical digits, (i.e. Doe, John customer account number would be DOE12345).

2) *Customer accounts should not have special characters in the first 3 digits* (i.e., C&S Distributors - enter customer name as ‘Distributors C&S’). Customers who have special characters in their account number will affect reporting when running reports in Web FOCUS.
Confirm Customer Not In Existence

*Note: Prior to creating a new customer, you must search KFS to confirm a customer does not already exist. For example, if you were searching for Subway, you would click into the customer name field and enter the name surrounded by asterisks:

To confirm there is not an existing customer in KFS:
1) Click into the ‘Customer Name’ field and type the name: *subway*.
2) Be sure to click the ‘Both’ radio button to view all accounts (active & inactive)
3) Click ‘search’

If customer exists, results appear here - to edit customer bio, click ‘edit’ or to view customer transaction history, click ‘report’
Create New Customer (after confirming customer does not exist)

To Create a New Customer:

- **Maintenance Tab**
- **Accounts Receivable**
- **Click Customer**

While in the Customer Lookup screen:

1) Click ‘create new’ to create a new customer or
2) Click ‘search’ to edit an existing customer
Create New Customer (continued)

Tabs: Document Overview & General Information

Enter Description of eDoc (wording should be consistent with like eDocs)

Required fields marked with asterisk (*)

Enter Customer Name as last name, first name

Collection Status defaults to 'Current'

The 'Address Name' field is the name which prints on Customer Statement

*It is acceptable to enter first name, last name in this section
Create New Customer (continued)

Options from the Customer Type Dropdown Menu:

GF - Govt-Federal  
CT - Core-CT Customer  
GS - Govt-Other states  
BC - Business concerns (For profit)  
NP - Non-profit organization  
FR - Foreign business/govt  
IO - Individual-other  
IS - Individual-student  
CL - Clubs & org (students)  
UF - UConn Foundation  
OT - Other types not applicable  
HC - UConn Health Center

Tabs: Contact Information, Addresses, Notes & Attachments

Customer Contact Information

Birth Date:  
Email Address:  
Phone Number:  
800 Phone Number:  
Fax Number:  
Contact Name:  
Contact Phone Number:

IMPORTANT:  
Contact Information: Enter as much contact information as possible. The more information you enter, the better chances the AR Office/collection agency has at recovering funds if customer fails to pay

**Minimum recommendation:** include customer phone number or email and contact name

Customer Address Information

Address Type: Primary   
Address Name:  
Address 1:  
Address 2:  
City:  
Status:  
Postal Code:  
International Province:  
International Postal Code:  
Country:  
Email Address:  
Address End Date:  

Email Address to be a required field in the near future

Complete the required address fields (*)

Click ‘add’
Create New Customer (continued)

Notes and Attachments

**Notes and Attachments** are useful tools to include in a customer account. Anytime there is an update to a customer address or issue with an invoice/payment, a note should be entered in the customer account. If ever a credit memo is necessary, a note must be entered as to why the credit memo is required and emails or supporting documentation should be attached.

**Tabs:** Ad hoc Recipients

Ad Hoc Recipients can also be useful, for example if you must inform your supervisor of an invoice you created or you want another KFS user to acknowledge an eDoc, etc. Simply enter the action requested, enter the person you are ad hoc-ing, and click the ‘add’ button.

Click ‘add’

Once all tabs are completed and all customer information is entered, you may click ‘submit’ at bottom of eDoc and the customer eDoc will be routed to the AR Manager’s action list for approval.

Every eDoc has a route log which will display Pending Action Requests (current approval), as well as any Future Action Requests (future approval(s) in the workflow).

**Note:** Departments will not be notified when the Customer has been approved. If you need the customer approved prior to the 24 hour turnaround rule, please contact the Accounts Receivable Office at 5995 to request an exception.
To Create an Alternate Address:

1. Maintenance Tab
2. Accounts Receivable
3. Customer

Result appears, click ‘edit’ at bottom left of screen.

Click ‘edit’ when customer account appears.
Customer Edit – Adding Alternate Address (continued)

![Image of UConn Finance Systems interface showing customer edit screen with fields for customer information, address details, and alternate contact information.](image)

- **Add new contact information**

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number: UCC08414</td>
<td>Customer Number: UCC08414</td>
</tr>
<tr>
<td>Customer Name: UCONN HEALTH CENTER</td>
<td>Customer Name: UCONN HEALTH CENTER</td>
</tr>
<tr>
<td>Customer Alias1 Type: VENFAC</td>
<td>Customer Alias1 Type: VENFAC</td>
</tr>
<tr>
<td>Customer Alias2 Type: U77770100</td>
<td>Customer Alias2 Type: U77770100</td>
</tr>
<tr>
<td>Customer Alias2 Type: LIMS</td>
<td>Customer Alias2 Type: LIMS</td>
</tr>
<tr>
<td>Collection Status: CURRENT</td>
<td>Collection Status: CURRENT</td>
</tr>
<tr>
<td>Last Collection Status Change Date: 07/19/2012</td>
<td>Last Collection Status Change Date: 07/19/2012</td>
</tr>
<tr>
<td>Active Indicator: Yes</td>
<td>Active Indicator: Yes</td>
</tr>
<tr>
<td>Customer Record Add Date: 06/29/2012</td>
<td>Customer Record Add Date: 06/29/2012</td>
</tr>
<tr>
<td>Last Activity Date: 05/21/2015</td>
<td>Last Activity Date: 05/21/2015</td>
</tr>
<tr>
<td>Last Address Change Date: 03/25/2015</td>
<td>Last Address Change Date: 03/25/2015</td>
</tr>
</tbody>
</table>

- **Add new contact information**

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth Date:</td>
<td>Birth Date:</td>
</tr>
<tr>
<td>Email Address:</td>
<td>Email Address: <a href="mailto:john.doe@uconn.edu">john.doe@uconn.edu</a></td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Phone Number: 800-670-0000</td>
</tr>
<tr>
<td>800 Phone Number:</td>
<td>800 Phone Number:</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>Fax Number:</td>
</tr>
<tr>
<td>Contact Name:</td>
<td>Contact Name: John Doe</td>
</tr>
</tbody>
</table>

---

Add new contact information
1) Edit customer address and click ‘add’
2) At the bottom of the eDoc click ‘submit’
Customer Invoice (INV)

- Prepare an invoice to bill for goods and/or services provided.
  - Describe transaction – enter description in Document Overview section which will be helpful at first glance. Entering basic text will not be beneficial when/if needed in future
  - Identify customer
  - Enter accounting lines
- Option to save invoice eDoc to be completed at a later time.
- Submit eDoc for approval.
- See Accounts Receivable FAQs for billing other state agencies.

To Create a New Customer Invoice:

- Main Menu Tab
  - Transactions
  - Accounts Receivable
  - Customer Invoice
Customer Invoice (continued)

Enter Description (appears on Customer Statement *not on Invoice*)

Enter Organization’s Invoice Number (optional)

Populates Billing Organization Code (based on Initiator)

PO # is helpful and often required by Customer’s AP dept and payment will not be forwarded unless PO provided

Under General Tab, enter Customer Number or click magnifying glass to search by name

Due date defaults to 30 days

Enter Attention Line Text (whom you are sending invoice)

Enter optional fields, as needed

Under Billing/Shipping Tab, enter ‘Bill To Address Identifier’ or click on the magnifying glass to search

If no ‘Ship To Address’ is selected, goods are treated as picked up at Billing Organization’s location

A Ship To Address may be added in the Customer Edit function, and then selected here if the Shipping Address differs from the Billing Address
Customer Invoice (continued)

Enter Account Number and Object Code (revenue)

Enter Invoice Item Quantity, Invoice Item Description, and Invoice Item Unit Price

Click ‘add’

Note: The Invoice Item Service Date currently does not appear on the Invoice - the information entered in the Invoice Item Description is what shows up on the General Ledger description

Click ‘add’

Any backup or notes regarding the invoice should be included in the Notes and Attachments section - emails or documents can be attached/added as well

Click ‘submit’
**Customer Invoice eDoc:** Refer to page 25 to see where each field appears on invoice

### Document Overview
- **Document Description:** Anticipated Scholarship for Transfer Student
- **Explanation:** Anticipated Dr. Arthur C. Banks Scholarship for student Victor Vasquez who is transferring to UConn from Capital Comm College for 2014 - 2015. No PeopleSoft ID yet.

### Organization
- **Processing Chart Code:** UC - University of Connecticut
- **Billing Chart Code:** UC - University of Connecticut
- **Processing Organization Code:** 1997
- **Billing Organization Code:** 1997

### Recurrence Details
- **Recurrence Interval Code:**
- **Total Number of Recurrences:**
- **Recurrence Begin Date:**
- **Recurrence End Date:**
- **Active Indicator:** Yes
- **Invoice Initiator:**

### General
- **Customer Number:** CAP1742
- **Customer Name:** CAPITAL COMMUNITY COLLEGE
- **Customer Purchase Order Number:**
- **Customer Purchase Order Date:**

### Detail Information
- **Billing Date:** 06/05/2014
- **Due Date:** 06/14/2014
- **Terms:** Net 30 Days

### Statement Information
- **Attention Line Text:**
- **Print Date:** 06/04/2014

### Billing/Shipping
- **Bill To Address:**
  - **Bill To Address Identifier:** 44240
  - **Address Type:** Primary
  - **Address Name:** CAPITAL COMMUNITY COLLEGE
  - **Address 1:** 50 MAIN ST
  - **City:** HARTFORD
  - **State:** Connecticut
  - **Postal Code:** 06103
  - **Country:** United States

### Accounting Lines
- **Invoice Item Code:**
- **Invoice Item Description:** Pending Scholarship for Victor Vasquez 2014-2015
- **Invoice Item Quantity:**
- **Invoice Item Unit Of Measure Code:**
- **Invoice Item Unit Price:**
- **Tax:**

### General Ledger Pending Entries

### Notes and Attachments (1)

### Ad Hoc Recipients

### Route Log
Customer Invoice Example:

Refer to page 24 to see how the eDoc fields flow to the invoice.

INVOICE
UNIVERSITY OF CONNECTICUT
STORRS MANSFIELD, CT 06269
FED ID #060772160

Page 1 of 1
Date 05/15/2014

CUSTOMER NUMBER: CAP11742
ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC.

SHIP TO:

INVOICE: 988020

BILLED BY (DO NOT REMIT TO):

Bursar
PHONE: (860) 486-1670
FAX: (860) 486-9029
PREPARED BY: Carleen Wells

PO/AGREEMENT NO:
PO/AGREEMENT DATE:

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNIT</th>
<th>DESCRIPTION</th>
<th>ITEM CODE</th>
<th>UNIT PRICE</th>
<th>TAX AMOUNT</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>EA</td>
<td>PENDING SCHOL FOR VICTOR VASQUEZ 2014-2015</td>
<td>500.00</td>
<td>0.00</td>
<td>500.00</td>
<td></td>
</tr>
</tbody>
</table>

(Additional invoice lines may be printed on the following pages)

NET 30 DAYS

PRETAX TOTAL: 500.00
TAX AMOUNT: 0.00
PAY THIS: 500.00

Please make checks payable to University of Connecticut

INVOICE DATE: 05/15/2014
INVOICE: 988020
CUSTOMER NBR: CAP11742
UC4303650

ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC.
CAPITAL COMMUNITY COLLEGE
950 MAIN ST
HARTFORD, CT 06103

REMIT TO: UNIVERSITY OF CONNECTICUT
Office of the Bursar
233 Glenbrook Rd - Unit 4231
Storrs, CT 06269

000000050000 00000988020 0CAP11742 0
The original purpose of the ‘Correction’ button on an *unpaid* customer invoice was for users to be able to correct or back out an invoice (due to typo/incorrect $ amount). If you realize after you submitted an eDoc (on same business day) that you need to reverse due to user error, please contact the AR Office at ext. 5995 for the AR Office to correct.
Customer Invoice – Batch Upload

- KFS allows for invoices to be uploaded and printed via batch by completing the AR_INV_CRM_Upload.xls template.
- To access the template, open the Customer Invoice eDoc and scroll down to the Accounting Lines tab and click on red question mark icon as shown here:

![Accounting Lines](image)

On Accounting Lines tab, click red question mark icon to open list of Data Import Templates

![Data Import Templates](image)

Click to open Excel file template

More:
- Links to Default Data Import Templates
- Process Overview
- AR_INV_CRM_Upload.xls (Customer Invoice Credit Memo - Admin Tab)
- AR_INV_Import.xls (Customer Invoice Data Import - Main Menu Tab)
- AV_Import.xls
- BA_YENB_Import.xls
- DE_VEND_BF_FT_YETF_PE_Encumbrance_Only_Import.xls
- GCC_YENG_Import.xls
**Customer Invoice – Batch Upload** (continued)

The **AR_INV_CRM_Upload.xls** template applies to Customer Invoice (INV) and customer credit memo (CRM) documents (Administration Tab).

The basic format of the template is shown below.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Required Field</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>The HEADER row (row 3) must remain or the upload will not run properly.</td>
</tr>
<tr>
<td>3</td>
<td>chargeGroupKey</td>
<td>description</td>
<td>billedByChartOfAccountCode</td>
<td>billedByOrganizationCode</td>
<td>organizationInvoiceNumber</td>
<td>InvoiceDueDate</td>
<td>customerNumber</td>
<td>customerNumberType</td>
</tr>
</tbody>
</table>

**Note:** Prior to uploading to KFS, first two rows of file must be deleted and saved as a .csv file.

Required columns are indicated in **red**. The information page provides explanations of different columns.

New customers must be uploaded/entered to KFS (and approved) prior to uploading a Customer Invoice .csv file.

**IMPORTANT:** The data included in Column M – printInvoiceIndicator – is essential to batch printing of invoices (see Customer Invoice – batch print for further information).
Customer Invoice – Batch Upload (continued)

Prior to uploading the completed .csv file to KFS, it is recommended to upload a test file to the KFS UAT environment. Contact 6-5995 for assistance.

To Upload a Batch Upload File:

- Administration Tab
  - Batch
  - Accounts Receivable
  - Customer Invoice/Credit Memo Upload (CSV)

Browse for the .csv file to be uploaded

Indicate a File Identifier consisting of letters and digits

**Note:** Field cannot be blank, click ‘add’
Customer Invoice – Batch Upload (continued)

Successful upload indicated

KFS returns SUCCESS line for each invoice and invoice eDoc number

OR an unsuccessful upload is indicated

KFS returns an ERROR line for each invoice and batch failure

When batch upload fails, print error screen, and contact Angela at 6-5995 for assistance

After a successful upload in UAT, test batch print (instructions included on next page), then upload .csv file to KFS and batch print invoices
Customer Invoice - Batch Print

- To print customer invoices to a single pdf.
- **NOTE:** Pop-up blockers must be turned off or batch invoices will be lost. Customer invoice batches only print once. If batch is lost, each invoice must be printed individually from invoice eDoc.

To Batch Print Customer Invoice:

- **Main Menu Tab**
- Reports
- Accounts Receivable
- Customer Invoice

If invoices have been uploaded, Column M from the .csv file (printinvoiceindicator) is considered to print

If Column M value is U (User Queue)

- User ID – kfs
- Print invoices for date – indicate invoice date

Click the ‘generate print file’ button. After file has processed, click .pdf file in lower left corner
Customer Invoice – Batch Print (continued)

Due to nature of upload, ALL invoice uploads that indicate ‘U’ in Column M must reference User Id – KFS to batch print (and in the invoice eDoc, not the initiator’s NetID)

If the Column M value is ‘B’ (Billing Queue):

- Chart Code – UC
- Organization Code – (as indicated in Column D of the .csv file – billedbyOrganizationCode)
- Print invoices for date – indicate invoice date
- Org Type – click the Billing radio button

Click the ‘generate print file’ button. After file has processed, click .pdf file in lower left corner

Customer Credit Memo (CM)

- To reduce charges (units or dollars) on an existing invoice.
- Credit Memos can only be entered against an invoice if the invoice has an outstanding balance and the invoice must be in ‘Final’ status.
- Routes to Fiscal Officer of revenue account being credited on original invoice for approval.

To Create a Customer Credit Memo:

- **Main Menu Tab**
  - Transactions
  - Accounts Receivable
  - Click Customer Credit Memo

Enter Original Invoice Number

Click ‘continue’
**Customer Credit Memo (CM) (continued)**

**IMPORTANT**: Customer credit memos are created to cancel charges on customer accounts. When a customer credit memo is created, it is extremely important for departments to enter a note in the Notes and Attachments section of the Customer Credit Memo eDoc. If your department is audited, you must provide documentation as to why you credited the customer’s account. Be sure to enter a note describing the reason for the credit on the account/cancellation of the invoice. The more information (emails/correspondence) you provide, the better.

![Customer Credit Memo eDoc](image-url)

**Input Quantity (units) or Amount (dollars) to be credited**

**Do not enter both**

**Enter Explanation**

**Enter Description**

**Click ‘recalculate’**
Enter detail describing reason for credit memo

Click ‘add’

Attach emails/correspondence as backup in event your department is audited

Click ‘submit’
**Cash Control (CTRL)**

- Facilitates the entry and tracking of payment information.
- Payment amount cannot be negative.

### Transactions

<table>
<thead>
<tr>
<th>Accounts Receivable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash Control</strong></td>
</tr>
<tr>
<td>Customer Credit Memo</td>
</tr>
<tr>
<td>Customer Invoice</td>
</tr>
<tr>
<td>Customer Invoice Writeoff</td>
</tr>
<tr>
<td>Customer Invoice Writeoff Lookup</td>
</tr>
<tr>
<td>Payment Application</td>
</tr>
</tbody>
</table>

### Financial Processing

- Advance Deposit
- Adjustment/Accrual Voucher
- Budget Adjustment
- Cash Receipt
- Credit Card Receipt
- Disbursement Voucher
- Distribution of Income and Expense
- General Error Correction
- Indirect Cost Adjustment
- Internal Billing
- Pre-Encumbrance
- Single Sided Budget Adjustment
- Transfer of Funds

---

**To Create a Cash Control:**

- **Main Menu Tab**
  - Transactions
  - Accounts Receivable
  - Cash Control

---

**REMINDER:**

**Relieving an existing KFS receivable**

The **Cash Control** eDoc is the eDoc to be used to relieve an existing receivable. If an invoice was created on a customer account, the only way to clear the receivable from the account is to either:

1) Enter cash control and apply payment via **Payment Application** or
2) Process **Customer Credit Memo**
Cash Control (CTRL) (continued)

Enter Customer # or use search icon to search and return value

Enter description (which will be reflected on reports and in general ledger)

Enter amount of payment received

Click ‘add’

Remaining tabs are optional

Click ‘submit’
Submission of Cash Control automatically generates Payment Application. Click on Payment Application eDoc number to open.
Payment Application (APP)

- Used when funds are already in AR Module, but have yet to be applied to a specific invoice.

- Contains several unique tabs, in addition to standard financial transaction tabs:
  - Control Information
  - Summary of Applied Funds
  - Quick Apply to Invoice
  - Apply to Invoice Detail
  - Non-AR

To Create a Payment Application:

- **Main Menu Tab**
  - Transactions
  - Accounts Receivable
  - Payment Application

Information brought over by Cash Control eDoc will be displayed.
Summary of Applied Funds tab tracks amount(s) being applied - open amount decreases and applied amount increases as funds are applied.

Quick Apply to Invoice tab allows you to quickly select multiple invoices and apply funds to each selected invoice in full.

Check Quick Apply box next to each invoice you wish to apply payment to. Click ‘apply’.

Non-AR tab allows for deposit of funds which are not related to payment of an invoice (to be used only by the AR Office).
Payment Application (APP) (continued)

Remaining tabs are optional

<table>
<thead>
<tr>
<th>Tab</th>
<th>Show</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unapplied</td>
<td></td>
</tr>
<tr>
<td>General Ledger Pending</td>
<td>show</td>
</tr>
<tr>
<td>Entries</td>
<td></td>
</tr>
<tr>
<td>Notes and Attachments</td>
<td>show</td>
</tr>
<tr>
<td>(0)</td>
<td></td>
</tr>
<tr>
<td>Ad Hoc Recipients</td>
<td>show</td>
</tr>
<tr>
<td>Route Log</td>
<td>show</td>
</tr>
</tbody>
</table>

Click ‘submit’
Customer Report/History

- Access to view invoices, payments, and credit memos on customer account.

To View Customer Report/History:

- Maintenance Tab
  - Accounts Receivable
  - Customer

Search on Customer:

Enter the Customer Number and click ‘search’

When results are displayed, select ‘report’ on the customer you are seeking
Invoices with $0 in the ‘Unpaid/Unapplied Amount’ column have been paid in full. Invoices with amount in ‘Unpaid/Unapplied Amount’ column indicates balance remains on invoice.

To view eDoc detail, click “Document Number”.

Option to export to Excel spreadsheet for sorting/analysis.
Notes/Tips:

Miscellaneous information in regards to KFS invoices:

1) **Invoice Generation** - The responsibility falls on the university department to print and mail invoices to the Customer with the exception of other state agencies who require a Core-CT State Transfer Invoice. After submitting invoice, return to the bottom of the eDoc and click “reload”. The invoice will then go to “FINAL” status. At the bottom of the eDoc, click “generate print file”. This will bring up a .pdf file in another tab which can then be printed and mailed or sent to the customer via email. If the .pdf does not open, be sure to check for pop-up blockers and/or clear your cache.

2) **Relief of Receivable** - If department received payment directly and an invoice has been created in KFS, the department must create a cash control to relieve the receivable. Failure to do so by creating a cash receipt/credit card receipt/advance deposit to be directly deposited into your respective KFS departmental account will result in the customer receiving a statement indicating payment continues to be due. In turn, your customer will contact our office frustrated.

3) **Quarterly Customer Statements** – Quarterly customer statements are generated and forwarded to the customer by the Accounts Receivable Office. Customers who have outstanding invoices greater than 60 days, receive a template past due letter requesting payment promptly. By the time the next customer statements are run and if the balance is not paid, the customer received another past due letter informing them they are in jeopardy of being sent to an outside collection agency.

4) **Internal Billing** – The proper eDoc to be used when a University Department needs to bill another University Department is the Internal Billing eDoc. To access this eDoc follow this navigation: Main Menu Tab Transactions Financial Processing and click ‘Internal Billing’.
Notes/Tips: (continued)

How can I confirm if an invoice has been paid?

If you know the eDoc # you can perform a doc search at the main KFS screen:

1. Click on ‘doc search’
2. Enter ‘Document Id’ and click ‘search’ and result appears, click on eDoc
3. After clicking on eDoc #, invoice opens, go to top right of screen to view ‘Open Amount’, if 0.00 then invoice is paid in full

In this example, invoice amount is 100.00 and remaining due is 100.00
<table>
<thead>
<tr>
<th>Topic</th>
<th>Name</th>
<th>Department</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUS, INV, CM, CTRL, APP</td>
<td>Carleen Wells</td>
<td>Accounts Receivable</td>
<td>486-3335</td>
</tr>
<tr>
<td>CUS, INV, CM, CTRL, APP</td>
<td>Angela Piela</td>
<td>Accounts Receivable</td>
<td>486-5995</td>
</tr>
<tr>
<td>CR, CCR, AD, CTRL, APP</td>
<td>Sherri Manis</td>
<td>Cash Operations</td>
<td>486-6454</td>
</tr>
<tr>
<td>CR, CCR, AD</td>
<td>Alyse Lofman</td>
<td>Cash Operations</td>
<td>486-6826</td>
</tr>
<tr>
<td>CR, CCR, AD</td>
<td>Jeanine Lavigne</td>
<td>Cash Operations</td>
<td>486-6633</td>
</tr>
</tbody>
</table>

October 2015

Questions?

Use help menu function from within eDocs by clicking on the question mark.
Appendix

Accounts Receivable FAQs

Am I required to invoice customers through KFS? What is the benefit to using the KFS AR Module for processing customer invoices?

The university requires a receivable be created in KFS for any goods and/or services provided by the University. Department revenue accounts are funded at the time the invoice (and related receivable) is created.

One of the customers I invoice is another state agency. Formerly I used form UC-608, how do I bill the other agency now?

1) Prepare a customer invoice – most state agencies have already been set up as KFS customers with a customer type of CORE-CT. If you do not locate the customer account, contact the Accounts Receivable Office at 486.5995 to have the customer created.

2) Enter the contact name in the ‘Attention Line’ text field and include an email address for the recipient in the ‘Notes and Attachments’ tab.

3) Ad-Hoc the KFS AR Group as an FYI
   a. Group Namespace Code: KFS-AR
   b. Group Name: CORE-CT Receivables

4) The Accounts Receivable Office prepares the State Transfer Invoice (STI) in the State of CT Financial System (Core-CT) which then is emailed to the customer including any attachments in the eDoc. Other state agencies pay the University through Core-CT, one exception however, is UCHC. Note: if you are billing UCHC, there is not an STI created. The invoice should be sent directly to UCHC AP, 263 Farmington Avenue, MC-4031, Farmington, CT 06030. Be certain to include specific contact details using the Header Text & Attention Line Text.

I clicked the ‘generate print file’ button and nothing happened. How do I print out the invoice(s)?

A new web page should have opened. Verify your pop-up blocker is disabled. If a message appears at the top of your screen, select to ‘always allow KFS to open the file’. Also, be sure to clear your browser cache.

I submitted an invoice and immediately realized the customer was billed the wrong amount, what do I do now?

A Customer Credit Memo must be prepared (see page 33 of KFS Procedural Guide). Credit memos are used to cancel an invoice (or a portion thereof) based on either a reduction in the unit quantity or dollar amount. If your customer has already received a copy of the invoice, you will need to mail the customer the credit memo for their records. The credit memo is available to be printed from the eDoc after it has been approved by the Fiscal Officer.
Appendix (continued)

I have a large number of invoices to generate, will the invoices need to be input one at a time? No, KFS has an invoice upload feature which allows the user to upload batches of invoices. Contact the Accounts Receivable Office at 486-5995 to receive additional information.

What KFS account and object code am I supposed to use when setting up the invoice/receivable? These fields refer to the intended income account(s). If you have questions as to what KFS account or object code to use, contact the Accounting Office.

Customer Invoice (INV)

Who is responsible for sending a KFS invoice to a customer? The department initiating the invoice is responsible for sending the invoice to the customer. Once the invoice is submitted in KFS, scroll to the bottom of the invoice and click ‘reload’. Once eDoc reloaded, scroll back to the bottom and click ‘generate print file.’ This produces a PDF which can be printed and mailed or saved and sent as an attachment via email.
<table>
<thead>
<tr>
<th>KFS eDoc Name</th>
<th>Abbreviated eDoc Name</th>
<th>Purpose of eDoc</th>
<th>Who Can Use?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Receipt</td>
<td>CR</td>
<td>To record cash and checks received by departments for subsequent deposit into bank accounts by Bursar’s Office.</td>
<td>Cash Receipt Initiator</td>
<td>To be used for cash and/or checks received being brought to Cash Operations for deposit. If eDoc requires Ad Hoc approval, it must occur prior to delivery to Cash Operations.</td>
</tr>
<tr>
<td>Credit Card Receipt</td>
<td>CCR</td>
<td>To record the receipt of income via credit card payment.</td>
<td>All departments</td>
<td>A separate CCR eDoc is necessary for each credit card type. Currently there are two types: American Express and Visa/MasterCard/Other. This document can be used with a negative amount for chargebacks. Timely submission required.</td>
</tr>
<tr>
<td>Advance Deposit</td>
<td>AD</td>
<td>To record deposits forwarded directly to the bank.</td>
<td>All departments</td>
<td>To be used for receipt of wires or ACH payments, as well as RDS check batches.</td>
</tr>
<tr>
<td>Cash Control</td>
<td>CTRL</td>
<td>To record payments received for relief of an accounts receivable balance. This document assigns the payment to a particular customer.</td>
<td>Billing Orgs / Processing Orgs</td>
<td>To be used in conjunction with APP eDoc. If a cash payment is received, complete a CR, CTRL and APP. If a credit card payment is received, complete a CTRL and APP. If another type of payment is received (check, wire) then only CTRL and APP need to be completed. Note: APP is generated within the CTRL doc and should be completed (not saved) prior to submitting the CTRL.</td>
</tr>
<tr>
<td>Payment Application</td>
<td>APP</td>
<td>To apply funds received in a CTRL eDoc to a particular invoice for an identified customer.</td>
<td>Billing Orgs / Processing Orgs</td>
<td>A CTRL eDoc must be initiated prior to the APP. The APP can be accessed from the CTRL. If CTRL is used and the associated APP applies funds to unapplied, another APP eDoc would be needed to remove the amount from unapplied to a specific customer invoice.</td>
</tr>
<tr>
<td>Customer</td>
<td>CUS</td>
<td>To create a new customer to be invoiced or to edit an existing customer.</td>
<td>Billing Orgs</td>
<td>Each customer may have up to two Alias IDs for cross referencing between different billing orgs.</td>
</tr>
<tr>
<td>Customer Invoice</td>
<td>INV</td>
<td>To create an invoice for a specific customer.</td>
<td>Billing Orgs</td>
<td>Invoices should be created for any goods and/or services provided to non-student customers.</td>
</tr>
<tr>
<td>Customer Credit Memo</td>
<td>CRM</td>
<td>To credit a customer invoice for a specific quantity or dollar amount.</td>
<td>Billing Orgs</td>
<td>Credit memos are used to cancel an invoice (or portion thereof) based on either a reduction in the unit quantity or dollar amount.</td>
</tr>
</tbody>
</table>