Appendix A

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.

My department needs to invoice the UCONN Health Center (UCH). How do I go about billing them?

UCH is billed through KFS using customer account UCO8414. To locate detailed step-by-step instructions on billing UCH, please see Appendix B at the end of this guide.

My department needs to invoice another state agency. How do I go about billing the other agency?

Other state agencies are billed through KFS. To locate detailed step-by-step instructions on billing other state agencies, see Appendix C at the end of this guide.

After creating a Customer Invoice, I reloaded the eDoc and clicked the ‘Print’ 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 23 of the KFS Cash and AR 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 and an AR Manager.

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 AR Office at accountsreceivable@uconn.edu for 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.

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 the eDoc is reloaded, scroll back to the bottom and click ‘Print’. This produces a PDF which can be printed and mailed or saved and sent as an attachment via email.

The customer I am invoicing needs to set UCONN up as a vendor in their financial system, who completes this paperwork for the customer?

The Bursar’s Office policy is to have the department providing the services to the customer to complete and submit vendor forms for customers. Most vendor forms require:

1. UCONN’s remit to address (where payments should be mailed). The correct remit to address is: UCONN Cash Operations, 233 Glenbrook Road, Unit 4231, Storrs, CT 06269-4231.
2. UCONN’s W-9 Form – This form can be downloaded from the following Tax & Compliance Office webpage: https://tax.uconn.edu/general-information/
3. If the vendor form requires a UCONN contact name and phone number, this should be the departmental contact information.