KFS Cash Operations and Accounts Receivable Procedure Guide

A Procedural Guide for Kuali Financial Systems eDocs

Office of the Bursar
# Table of Contents

- Cash Receipt (CR) ............................................................................................................................................. 3
- Advance Deposit (AD) ...................................................................................................................................... 7
- Credit Card Receipt (CCR) ............................................................................................................................... 9
- Customer eDoc (CUS) ..................................................................................................................................... 11
  - Customer eDoc Specifications ......................................................................................................................... 11
  - Confirm Customer Not Existing ...................................................................................................................... 11
- Create New Customer (after confirming customer does not exist) ................................................................. 13
- Customer Edit – Adding Alternate Address ..................................................................................................... 15
- Customer Invoice (INV) ................................................................................................................................ 17
  - Customer Invoice Example: ............................................................................................................................ 22
- Customer Credit Memo (CRM) .......................................................................................................................... 23
- Cash Control (CTRL) ....................................................................................................................................... 26
- Payment Application (APP) .............................................................................................................................. 29
- Customer History Report ................................................................................................................................ 31
- Notes/Tips: ........................................................................................................................................................ 33
- Questions? ........................................................................................................................................................ 35

## Appendix A
- Accounts Receivable FAQs ............................................................................................................................ 36

## Appendix B
- Procedures on Billing UCONN Health Center (UCH) ...................................................................................... 38

## Appendix C
- Procedures on Billing Other State of Connecticut Agencies .......................................................................... 39

## Appendix D
- Cash and Accounts Receivable eDocs Quick Reference Guide ...................................................................... 49

## Appendix E
- Departments Receiving Checks for Invoices in KFS ....................................................................................... 50
Cash Receipt (CR)

The Cash Receipt eDoc is used to record cash and checks for subsequent deposit into bank accounts by Cash Operations. A CR eDoc should be submitted on every day that you receive payment regardless if funds are brought to Cash Operations.

- If the deposit is less than $500, funds must be delivered to Cash Operations within 7 calendar days.**
- Once the total of cash/check received equals or exceeds $500, funds must be delivered to Cash Operations by the end of the following business day.**

**In the event of an emergency closure, Cash Operations will communicate any changes in depositing guidelines via email.

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

To Create a Cash Receipt:

1. Go to Accounts Receivable & Cash > Cash Receipt.

2. Enter Description: Department, Date, and $ Amount.
3. Use the drop-down menu to choose between entering ‘Individual Checks/Batches’ or ‘Total Only’.

- 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 the box, and attach Excel spreadsheet to Notes and Attachments tab. Excel file should include check #, date, and amount.

**Note:** If ‘Total Only’ is selected and a spreadsheet is not attached, the eDoc could be disapproved. All checks should have the date received stamped/written on the back.

- If ‘Individual Checks/Batches’ was selected above, then enter individual check details here:
  - Check #, Date of Check, Description (name on check), and Amount.
  - Click ‘ADD’ after entering each check.
4. Enter Accounting Lines: Account Number, Object Code, and Amount. (If using expense object code, amount entered must be negative)

- Click the button after entering each Accounting Line.
- Reconciliation Total and Accounting Line(s) Total should equal each other.

5. Backup Documentation for the deposit must be attached in **Notes and Attachments**.
   - Backup includes but is not limited to:
     - Register receipts
     - Handwritten receipts
     - Invoices
     - Payment logs
     - etc.
6. Click ‘Submit’ when done. This will route the CR eDoc to Cash Operations for approval.

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

8. Click on the pdf icon beside Print Cash Receipt Coversheet to retain a copy for your records. You do not need to print a copy for Cash Operations.

   - All deposits brought to Cash Operations must be delivered in a sealed fraud-stopper bag. These bags can be obtained from Cash Operations or you may use your own as long as they are tamper-proof.

   - Two copies of the Cash Receipt Form, which can be found on the Cash Operations website, should be filled out and left outside the bag. This receipt is your proof of delivery to Cash Operations and should be retained by your department as part of your backup documentation for that day’s deposit.
Advance Deposit (AD)

AD’s are used to record receipt of funds that are credited directly to Bank of America and do not come through Cash Operations. This includes:

- Wire or ACH payments
- RDS check deposits
- Regional campuses and other off-campus locations

To Create an Advance Deposit:

1. Go to Accounts Receivable & Cash > Advance Deposit.

2. Fill out the required information and click ‘ADD’.
3. Enter lines based on tender type and amount of each tender. Enter tender in Description field (example below). If this were a wire payment, the description would be ‘Wire’. Select ‘ADD’ after each line. You can add additional information to the description, as long as it begins with the tender type. For example, Cash – T-Shirt Sales 5/2020.

![Advance Deposits Table]

4. Enter Accounting Lines: Account Number, Object Code, and Amount.

![Accounting Lines]

**Note:** Total of Accounting Lines must equal the total entered in the Advance Deposit tab.

5. Attach backup documentation for the deposit in Notes and Attachments. Backup includes but is not limited to register receipts, handwritten receipts, invoices, payment logs, etc.

6. Select ‘Submit’ once eDoc is completed. This will route the AD to Cash Operations for Approval.
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:

1. Go to Accounts Receivable & Cash > Credit Card Receipt.

2. Enter Description (Date of transactions MM/DD/YY, Amount, last three digits of merchant number).

3. Enter Credit Card Type. (Click on Magnifying Glass for options).
4. Click ‘Search’ and system will show available options below.

5. Click ‘return value’ for the correct Credit Card Type.

6. In the Credit Card Receipts section, enter:
   - Vendor Number. (10-digit number assigned or click magnifying glass for lookup)
   - Date
   - Ref Nbr (Reference Number)
   - Amount

7. Click ‘ADD’ when done.

8. In the ACCOUNTING LINES section, enter:
   - Account Number
   - Object Code
   - Amount
   - Line Description

9. Click when done.

   **Note:** Accounting Line Total must equal the Credit Card Receipt.

10. At the bottom of the page, click ‘Submit’.
11. 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.

12. 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.

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.)
- Customer email address is a required field – used to generate eStatements.
- Allows multiple addresses for each customer.

Note: Customer statements are only mailed to the primary address.

Customer eDoc Specifications

- 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).
- 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.
- If setting up a new customer which is an organization, use the organization name as the customer name as opposed to the contact name at the organization.

Confirm Customer Not Existing

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 Mansfield Supply, you would click into the customer name field and enter the name, or a portion of the name surrounded by asterisks.

To confirm there is not an existing customer in KFS:

1. Go to Accounts Receivable & Cash > Customer
2. Click into the **Customer Name** field and type the name: e.g. *Mansfield*.

3. Be sure to click ‘All’ radio button to view all accounts (active & inactive) and click ‘Search’.

4. If the customer exists, results will appear below the Search window.
   - To edit the customer bio, click ‘Edit’.
   - To view the customer transaction history, click ‘Report’.
Create New Customer *(after confirming customer does not exist)*

1. While still in the *Customer Lookup* screen, click ‘Create New’ to create a new customer.

2. Fill out the required fields in the following tabs. (marked with an asterisk *)

**Document Overview & General Information Tabs**

- **Description** of eDoc. *(4-digit org code, abbreviated dept name, brief description)*
- **Customer Name** *(as last name, first name)*
- **Customer Type** *(See possible options here)*
  - The most common customer type is **IO – Individual-Other**
- **Collection Status** *(defaults to Current)*
**Contact Information Tab**

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

- Minimum recommendation: Phone Number/Email Address and Contact Name.

```
CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
<td><a href="mailto:john.doe@yahoo.com">john.doe@yahoo.com</a></td>
</tr>
<tr>
<td>Phone Number</td>
<td>560-555-5555</td>
</tr>
<tr>
<td>Contact Name</td>
<td>John Doe</td>
</tr>
<tr>
<td>Contact Phone Number</td>
<td>203-555-1212</td>
</tr>
</tbody>
</table>
```

**The Addresses - New Customer Address Tab**

- The **Address Name** field is the name that prints on Customer Statement.
- Email Address is needed to generate eStatements.
- Click ‘ADD’ when done.

```
ADDRESSES

NEW CUSTOMER ADDRESS

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Name</td>
<td>JOHN DOE</td>
</tr>
<tr>
<td>Address 1</td>
<td>123 MAIN STREET</td>
</tr>
<tr>
<td>Address 2</td>
<td>APT 3B</td>
</tr>
<tr>
<td>City</td>
<td>MANSFIELD</td>
</tr>
<tr>
<td>State</td>
<td>Connecticut</td>
</tr>
<tr>
<td>Postal Code</td>
<td>06365</td>
</tr>
<tr>
<td>International Province</td>
<td></td>
</tr>
<tr>
<td>International Postal Code</td>
<td></td>
</tr>
<tr>
<td>Country</td>
<td>United States</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:JOHN.DOE@YAHOO.COM">JOHN.DOE@YAHOO.COM</a></td>
</tr>
<tr>
<td>Address End Date</td>
<td></td>
</tr>
</tbody>
</table>
```

**Notes and Attachments Tab**

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.
Ad Hoc Recipients Tab

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.

- 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 Accounts Receivable at accountsreceivable@uconn.edu to request an exception.

Customer Edit – Adding Alternate Address

Alternate addresses are often necessary for larger customer accounts, for example the UCONN Health Center. To add an alternate address, the customer account needs to be edited. Follow these steps to add an alternate address:

1. Go to Accounts Receivable & Cash > Customer
2. Search for the customer by name or number.

3. Results will appear below the search. Click ‘Edit’ at bottom of screen.

4. The ‘Primary’ Address should remain, to add an Alternate Address, select ‘Alternate’ in the Address Type drop-down and enter the new alternate address, click ‘Add’, then ‘Submit’.

   Add Alternate Address data here and click ‘Add’ then ‘Submit’.
Customer Invoice (INV)

- Department’s revenue is credited immediately after invoice is submitted, *regardless if invoice is paid or not*. Department nevertheless receives the funds.
  - If customer fails to pay, invoice is written off at a later date and revenue is reversed *(typically, in a later fiscal year)*
  - Important to follow up with customer to ensure timeliness of payment and avoidance of collection fees and/or potential reversal of revenue

- 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. Be sure to enter text that will be meaningful to you in the future should you need to research a transaction
  - Identify customer
  - Enter accounting lines

- Option to save invoice eDoc which can be completed later, if necessary

- Submit invoice eDoc

**To Create a Customer Invoice:**

1. Go to Accounts Receivable & Cash > Customer Invoice.

2. In order to identify which dept is creating the invoice, AR is requesting departments use the following prefix in the Customer Invoice Description: 4-digit org code-abbreviated dept name followed by a brief description specific to the goods/services provided, for example ‘1174-Patho CVMDL Invoice PP20151511’

**NOTE:**

- Description entered on Customer Invoice eDoc appears on Customer Statement – *not on Invoice.*
Provided below is a screenshot of a Customer History Report with the requested wording. Instituting this new recommendation will make it easier to identify specific departmental invoices. This is particularly helpful for customers who are billed by multiple university departments, i.e., state agencies, UCH, Foundation, etc.

3. Under General Tab, enter **Customer Number** or click magnifying glass to search by name.
   - **Customer Purchase Order Number** and **Attention Line Text** are *required* on UCH invoices.

4. Enter optional fields, as needed.
5. Under Billing/Shipping Tab, enter **Bill To Address Identifier** or click on the magnifying glass to search.
   - 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.

6. Enter Account Number and Object Code (revenue). If you are unsure whether or not sales tax needs to be collected or what KFS account number to record your sales tax to, please contact the Tax and Compliance Office by emailing taxcompliance@uconn.edu.

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

   **Note:** Invoice Item Description appears on Customer Invoice. Character limit is 400.

8. Click ‘ADD’.

9. Any backup or notes regarding the invoice should be included in the Notes and Attachments section which can include emails/documents. Click ‘ADD’ when complete.

10. Click ‘Submit’. Once clicked, you must click the Reload button in order to print a pdf of the invoice to send (via email or regular mail) to the customer.
**Customer Invoice eDoc:** Refer to page 22 to see where each field appears on the invoice.
**GENERAL**

**CUSTOMER INFORMATION**
- *Customer Number:* CAP1742
- Customer Purchase Order Number: 5
- Customer Purchase Order Date: 6
- Customer: CAPITAL COMMUNITY COLLEGE

**DETAIL INFORMATION**
- Billing Date: 05/15/2014
- *Due Date:* 06/14/2014
- Terms: NET 30 DAYS
- Open Invoice Indicator: No

**STATEMENT INFORMATION**
- Header Text: 7
- Print Invoice Indicator: Send to BILL Queue
- Attention Line Text: S. Ann Schuman - Sschuman@ccc.commnet.edu
- Print Date: 05/15/2014

**BILLING/SHIPPING**

**BILL TO ADDRESS**
- *Bill To Address Identifier:* 4640
- Address Type: Primary
- Address Name: CAPITAL COMMUNITY COLLEGE
- Address 1: 950 MAIN ST
- Address 2: 
- Email Address: 
- City: HARTFORD
- State: Connecticut
- Postal Code: 06103

**SHIP TO ADDRESS**
- Ship To Address Identifier: 
- Address Type: 
- Address Name: 
- Address 1: 
- Address 2: 
- Email Address: 
- City: 
- State: 
- Postal Code: 
- International Province: 
- International Postal Code: 
- Country: United States

**ACCOUNTING LINES**

**SOURCE**

<table>
<thead>
<tr>
<th>CHART</th>
<th>ACCOUNT</th>
<th>SUB-ACCOUNT</th>
<th>OBJECT</th>
<th>SUB-OBJECT</th>
<th>PROJECT</th>
<th>ORG REF ID</th>
<th>*AMOUNT</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Tax Amount:** 0.00

- **UC**
  - **University of Conn.**
  - **4303650**
  - **4780**
  - **Miscellaneous Rece**
  - **PENDING SCHOOL FOR VICTOR VASQUEZ 2014-2015**
  - **TAX:**
  - **Unit Price:**
  - **TAX:**
  - **No**
  - **500.00**

- **TAX AMOUNT:** 0.00
  - 1

**TOTAL:** 500.00
**Customer Invoice Example:**

Refer to pages 20-21 to see how the invoice eDoc fields flow to the invoice pdf.

![Invoice Image](image-url)
**Customer Credit Memo (CRM)**

- To reduce charges (units or dollars – not both) on an existing invoice.
- Credit Memos can only be entered against an invoice with an outstanding balance.
- Routes to Fiscal Officer of revenue account being credited on original invoice and AR Manager for approval.
- Adequate documentation must be included in Notes and Attachments in order for AR Manager to approve.
- Once approved, revenue which was received during creation of invoice is reversed.

**To Create a Customer Credit Memo:**

1. Go to Accounts Receivable & Cash > Customer Credit Memo.

2. Enter the original invoice number or invoice being cancelled and click ‘Continue’.

![Image of Customer Credit Memo process](image.png)
3. In the Description field, enter your 4-digit Org Code, abbreviated department name, and the invoice number being cancelled. The Explanation is optional however, you can include additional detail in this field. This text can be copied to the Notes and Attachments as justification for the cancellation.

4. Enter either the quantity or amount you are cancelling (not both) and click ‘Recalculate’.
5. Copy the text from the Explanation above and attach backup documentation/emails justifying the cancellation and click ‘ADD’ then ‘Submit’.

6. Once ‘Submit’ is clicked you should receive a message ‘Document was successfully submitted.’ Notice also, the status was updated from INITIATED to ENROUTE.

**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.
Cash Control (CTRL)

If a department receives a check for a KFS invoice, please follow the instructions in Appendix E instead of creating a Cash Control.

Non-Student Accounts Receivable is the only unit which should be applying payments to invoices unless an exception is granted.

- Facilitates the entry and tracking of payment information.
- Payment amount cannot be negative.
- Submission of Cash Control automatically generates Payment Application eDoc.
- Payment Application eDocs can be applied from within the Cash Control eDoc or via the Accounts Receivable & Cash Menu (see the following section for specific instructions on how to submit a Payment Application eDoc).

To Create a Cash Control:

1. Go to Accounts Receivable & Cash > 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:

a) Enter cash control and apply payment via Payment Application
b) Process Customer Credit Memo
2. Enter a Description including the customer number and description of payment, i.e., October Rent payment.

3. Select a medium code/method of payment, enter Customer #, Medium ID (check #), the date payment was received, amount of the payment, in the Description field enter the invoice # being paid, and click ‘ADD’.
4. Once you click ‘ADD’, the total appears and an eDoc # appears. This eDoc # is the payment application eDoc #. At this point, you click the link which routes you to the Payment Application eDoc (see instructions on next page).

Once you click ‘Add’ the total appears and also notice an eDoc # appears, this is the payment application eDoc #.
Payment Application (APP)

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

1. Go to Accounts Receivable & Cash > Payment Application.

2. In the Description field enter the Customer # and the Invoice # being paid.
3. If the invoice amount and payment amount are the same, you can use the ‘Quick Apply’ option by checking the box and clicking ‘Apply’.

4. If the amounts are not equal, you can manually enter the payment amount in the ‘Apply Amount’ field within the ‘Apply to Invoice Detail’ section and click ‘Apply’ and ‘Submit’.
Customer History Report

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

**To View the Customer History Report:**

1. Go to Accounts Receivable & Cash > Customer.

2. Enter the Customer Number in the ‘Customer Number’ field and click ‘**Search**’. 
3. The results display and you click on the ‘Report’ link.

   ![Search Results Table]

   When results are displayed, select ‘Report’ on the customer you are seeking.

4. The Customer History Report appears where you can view all activity posted to a customer account.

   ![Customer History Report]

   ![Unpaid Invoice]

   ![Balance Due: 3,882.45]

   ![Document Types]

   Document Types:
   - ‘INV’ - Invoice
   - ‘CRM’ - Credit Memo
   - ‘APP’ - Payment Application

   - Invoices with $0 in the ‘Unpaid/Unapplied Amount’ column have either been paid or cancelled. Invoices with an amount in ‘Unpaid/Unapplied Amount’ column indicates a balance remains on the invoice.
   - To view eDoc detail, click on the ‘Document Number’ link.
   - Option to export to Excel spreadsheet for sorting/analysis.
Notes/Tips:

KFS Invoicing – Miscellaneous Information:

1. **Invoice Generation** - The responsibility falls on the university department to print and mail invoices to the Customer. 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 ‘Print’. 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 erroneously receiving a statement indicating payment continues to be due. Invoices must be properly relieved to prevent this from occurring.

3. **Quarterly Customer Statements** – Quarterly customer statements are generated and forwarded to the customer by the AR 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 receives 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: ✉️ Accounting Tab ✖️ Internal Billing.

How Can I Confirm if a Customer Invoice Has Been Paid?

If you know the eDoc #, you can perform a doc search (follow screenshots below).
Results appear, click on the Document Id

Invoice opens, cursor to the top right of the screen to view 'Open Amount', if 0.00, invoice has been relieved (paid or cancelled)

This is an example of an invoice which remains due
Questions?

Customer Invoice

Use help menu function from within eDocs by clicking on the ‘?’

Accounts Receivable/Cash Operations Topics – Who Do I Call?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Department</th>
<th>Email</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUS, INV, CRM, Collection Status</td>
<td>Accounts Receivable</td>
<td><a href="mailto:accountsreceivable@uconn.edu">accountsreceivable@uconn.edu</a></td>
<td>Angela Piela</td>
<td>860-486-5995</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Dan Lis</td>
<td>860-486-1684</td>
</tr>
<tr>
<td>CR, CCR, AD, CTRL, APP</td>
<td>Cash Operations</td>
<td><a href="mailto:cashoperations@uconn.edu">cashoperations@uconn.edu</a></td>
<td>Jeanine Lavigne</td>
<td>860-486-6633</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Amanda Ehrhardt</td>
<td>860-486-1676</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sherri Manis</td>
<td>860-486-6454</td>
</tr>
</tbody>
</table>

Accounts Receivable Shared Email/Emailing Customers:
When contacting the AR Office, please be sure to email the shared email box as opposed to emailing an individual staff member. This way, if a particular staff member is out of the office, another staff member will be able to assist you. Also, if you/your department have questions on a customer account, please be sure to include the customer number in the subject line of the email which will save AR staff time when attaching notes to customer accounts.

AR Preferred Sample Email Format

From - angels.piela@uconn.edu
To - Accounting - Accounts Receivable (accountsreceivable@uconn.edu);
Cc -
Subject - EQU10296 - Invoice 5897690 Inquiry

Please reference the customer name and other pertinent information in the subject line of emails sent to the Accounts Receivable shared email box (accountsreceivable@uconn.edu). Providing this detail saves our office time when attaching customer activity and details to the customer Notes and Attachment section of their account. Thank you for your cooperation.

Angela
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:

a. 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.

b. UCONN’s W-9 Form – This form can be downloaded from the following Tax & Compliance Office webpage: https://tax.uconn.edu/general-information/

c. UConn’s ACH bank account information can be requested by completing this form.
Appendix A Accounts Receivable FAQs

**d.** If the vendor form requires a UCONN contact name and phone number, this should be the departmental contact information.

My customer received a statement but I submitted their payment via an Advance Deposit or Cash Receipt. Why are they being sent a statement if they paid?

Advance Deposits and Cash Receipts do not relieve receivables. There are only 2 means in which a receivable can be relieved:

a. Cash control and payment application (typically performed by Cash Ops)

b. Customer Credit Memo

If payment is received and a cash control and payment application are not created, then your customer will continue to receive statements/past due notices indicating a balance is due. This makes it extremely important for departments to properly relieve their receivables.

**Is AR the same as AP? What is the difference, if any?**

Customers and Vendors are NOT the same.

Customers make payments to UConn, and Vendors are paid by UConn.

*Accounts Receivable* receives customer payments. *Accounts Payable* pays vendors.

See key below:

a. UConn Receiving Funds = AR = Customer = KFS

b. UConn Paying Funds = AP = Vendor = Husky Buy
Appendix B

Procedures on Billing UCONN Health Center (UCH)

Many UCONN departments invoice UCH on a regular basis. It is important to follow these procedures when invoicing UCH in order to receive payment timely:

1. Secure a purchase order number. The UCH Accounts Payable Office (AP) will not pay invoices without a purchase order. Prior to creating the invoice in KFS, your UCH contact should reach out to their AP Office to provide detail information regarding the goods and/or services provided as well as the amount of the goods/services.

2. Once the purchase order is set up, you can enter the KFS invoice on the UCH account (UCO8414).

3. Be sure to include any backup documents in the Notes and Attachments section of the invoice.

4. Submit the invoice, once the page refreshes, scroll to the bottom of the eDoc and click the ‘Reload’ button then ‘Print’ appears.

5. Click ‘Print’ and a pdf of the invoice launches. If the pdf does not appear, make sure the pop-up blocker is disabled. You can either print the pdf of the invoice or save and email with the backup to your UCH contact to forward to their AP Office.

6. When emailing the invoice to your UCH contact, please also cc: the AR Office at accountsreceivable@uconn.edu and Brittany Fabrizio at UCH’s AP Office at bfabrizio@uchc.edu.

At any point, you can look up the eDoc number by performing a doc search of the invoice number to see if/when the invoice is paid.

Paid Invoice:

Outstanding Invoice:
Appendix C

Procedures on Billing Other State of Connecticut Agencies

UCONN departments are frequently required to bill other state agencies (often referred to as a State Transfer Invoice) for goods and/services. This documentation is to provide you with the steps to bill the other state agency through the KFS system. Frequently billed state agencies have already been uploaded to KFS. If, when setting up an invoice, you cannot locate the agency, contact accountsreceivable@uconn.edu as the agency may have been consolidated with another agency. Please follow these steps to bill another state agency:

1. Go to Accounts Receivable & Cash > Customer Invoice.

2. Within the ‘Document Overview’ folder, click into the ‘Description’ field and enter descriptive text for the invoice eDoc, for example ‘New Core-CT Inv for CCSU - CEN11718’.

Invoice eDoc #: auto-generated after selecting ‘Customer Invoice’.

Organization detail is auto-populated via netid.
3. KFS will auto-populate your Organization detail behind the scenes when you enter the KFS environment.

4. Tab or click to the ‘General’ folder where you navigate to the Customer Number field. If you have the number enter it in the space provided. Alternatively, you can utilize the search function to locate the Customer Number by clicking the magnifying glass to the right of the ‘Customer Number’ field.

5. Once you click on the magnifying glass, the following appears, at which time you tab to the ‘Customer Name’ field and enter a portion of the agency name, surrounded by asterisks (wild card) and click ‘Search’.
6. The following results appear showing all active customers who have ‘Central’ as part of their Customer Name. Once the correct customer is located, click on ‘return value’ link.

<table>
<thead>
<tr>
<th>Search Results</th>
<th>1-20 of 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return Value</td>
<td>Customer Number</td>
</tr>
<tr>
<td>return value</td>
<td>NC8111508</td>
</tr>
<tr>
<td>return value</td>
<td>SE896868</td>
</tr>
<tr>
<td>return value</td>
<td>SE896868</td>
</tr>
<tr>
<td>return value</td>
<td>SE896868</td>
</tr>
<tr>
<td>return value</td>
<td>BR867345</td>
</tr>
<tr>
<td>return value</td>
<td>AD881500</td>
</tr>
<tr>
<td>return value</td>
<td>CE145351</td>
</tr>
<tr>
<td>return value</td>
<td>CE145351</td>
</tr>
<tr>
<td>return value</td>
<td>CE145351</td>
</tr>
<tr>
<td>return value</td>
<td>NC8111508</td>
</tr>
</tbody>
</table>

7. After selecting ‘return value’, KFS routes back to the invoice screen which in this example has populated the Customer Number and Central Connecticut State University’s biographical data.
8. At this point, you can enter additional data which may be helpful for the agency to identify, such as PO#, Attention Line Text, etc.

9. Once the customer information is entered, the next step is to enter the Accounting Lines:
   - In the ‘Chart’ field enter ‘UC’
   - Tab to ‘Account’ and enter the KFS account number
   - Tab to the ‘Object’ and enter the KFS object code
   - Tab to ‘Invoice Item Quantity’ and enter the amount of item(s)
   - Tab to ‘Invoice Item Description’ and enter the billing details as to why the customer is being invoiced
     
     **NOTE:** This field appears small but can accommodate up to 400 characters. If necessary, type description in notes section and paste into the Item Description field
   
   - Tab to ‘Invoice Item Service Date’ and enter the date of service or current date.
     
     **IMPORTANT:** This date is required by state auditors. Often referred to as the ‘Billing Period’
   
   - Tab to ‘Invoice Item Unit Price’ and enter the amount per unit
   - Click the green ‘+’ button in the ‘Actions’ column on the far right
10. Once you click the green ‘+’, the accounting lines are totaled.

11. The next step is to navigate to the ‘Notes and Attachments’ to enter important notes or attach backup. Backup can be any type of documentation which provides support regarding the charges being billed to the customer, for example, emails, letters, reports, etc.

12. The final step is to navigate to ‘Ad Hoc Recipients’ and enter the following:
   - In the ‘Namespace Code’ field enter ‘KFS-AR’
   - In the ‘Name’ field enter ‘CORE-CT Receivables’
   - In the ‘Action Requested’ click ‘FYI’ from the drop-down menu
   - Click the ‘ADD’ button

Ad hoc'ing the KFS-AR group notifies AR to set up the invoice in Core-CT. Once the state transfer invoice is set up, AR emails the newly created transfer invoice to the individual who created the KFS invoice. At that point, the entire packet (KFS invoice, Core State Transfer Invoice, and backup documentation) is emailed to the agency contact by the department. If the department does not have a contact name for the agency, they may forward to the general AP email address which can be located in the customer address screen.
13. Once you click ‘Submit’ you will receive a message at the top left indicating the document was successfully submitted. Submitted invoices will automatically receive a status of ‘FINAL’ (as long as you received the ‘successfully submitted’ notification).
14. The following page provides an example of what the KFS invoice looks like when complete.
### SAMPLE
KFS Invoice to Another State Agency

**Customer Number:** CEN11718

**Attention:** JOHN SMITH

**Ship To:**
CCSU (CSU002)
ELIHU BURRITT LIBRARY (ILL)
1815 STANLEY ST
NEW BRITAIN, CT 06050

**Invoice eDoc #:** 10331600

**PO/Agreement No.:** 066587

**PO/Agreement Date:** 03/24/2020

---

**Description**

<table>
<thead>
<tr>
<th>Line Text</th>
<th>Unit Price</th>
<th>Tax Amount</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-returned BLCNRE 167211, waiting til the midnight hour.</td>
<td>95.00</td>
<td>0.00</td>
<td>95.00</td>
</tr>
<tr>
<td>Returned ILNRE 137059/137051 QUOT; CULTURAL DIVERSITY AND</td>
<td>95.00</td>
<td>0.00</td>
<td>95.00</td>
</tr>
</tbody>
</table>

**Net 30 Days**

**PreTax Total:** 190.00

**Tax Amount:** 0.00

**Pay Amount:** 190.00

---

**Detach & Return Lower Portion with Payment**

**University of Connecticut**

**Invoice Date:** 08/21/2020

**Invoice:** 10331600

**Customer Nbr:** CEN11718

**Due Date:** 09/20/2020

**Amount Due:** 190.00

**Attention:** JOHN SMITH

**Remit To:**
UNIVERSITY OF CONNECTICUT
WILBUR CROSS BUILDING
233 GLENBROOK ROAD, UNIT 4231
STORRS, CT 06269

---

**Billing Period:** 4th QTR FY2030
Once an AR Manager notices the Ad Hoc of the Core-CT invoice, AR will:

1) Create the invoice in Core-CT
2) Email pdf of the State Transfer Invoice (STI) created in Core-CT to the individual who created the KFS invoice who then forwards the STI to the other state agency requesting payment (see sample STI on the following page).

**IMPORTANT:** When emailing the other agency, the STI and all backup requesting payment, you must include the following wording to ensure the other agency enters the proper account codes for UCONN. Please see below:

**Email subject should include State Transfer Invoice (ST) #**

Attached please find the above invoice which has been set up in Core-CT. Please submit a GIRO payment to UOCMI, we deposit into Fund 12017. Thank you.

Name
UCONN Department Name
UCONN Department Phone
If you have any questions regarding billing another state agency, please do not hesitate to contact our office at accountsreceivable@uconn.edu.
# Appendix D

## Cash and Accounts Receivable eDocs Quick Reference Guide

<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>
Appendix E

Departments Receiving Checks for Invoices in KFS

When a department receives a check for a KFS invoice:

- **DO NOT** create any eDocs in KFS.
  
  - Do not create a CR (Cash Receipt) or AD (Advance deposit) eDoc. These will prevent the check from being applied to the invoice in KFS and will require a CRM (Credit Memo) to be completed.
  
  - Do not create a CTRL (Cash Control) or APP (Payment Application) eDoc. Non-Student Accounts Receivable is the only unit which should be applying payments to invoices unless an exception is granted.

If the department has a Remote Deposit Scanner (RDS):

- Complete the **RDS Payment Log**. If you do not have a copy of the **RDS Payment Log**, please email Accounts Receivable at accountsreceivable@uconn.edu for a copy.

- Send the completed log to accountsreceivable@uconn.edu.

- Scan the check by itself to the bank via RDS. We recommend keeping the scanned checks for 2 months before shredding.

  Accounts Receivable will apply the payment to the invoice accordingly.

If the department DOES NOT have a Remote Deposit Scanner (RDS):

- Complete the **Departmental Payments without RDS Log**. If you do not have a copy of the **Departmental Payments without RDS Log**, please email Accounts Receivable at accountsreceivable@uconn.edu for a copy.

- Send the completed log to accountsreceivable@uconn.edu.

- Hand-deliver the check directly to Cash Operations, located in the Wilbur Cross Building (Unit 4231). Please be sure to deliver the check within 7 calendar days if under $500 or within 24 hours if $500 or more to ensure compliance with CT State Statute.

  Accounts Receivable will apply the payment to the invoice accordingly.

- **NOTE:** Please follow up with your customer to ensure that they mail future checks to:

  UConn Cash Operations  
  233 Glenbrook Road, Unit 4231  
  Storrs, CT 06269-4231