



# **KFS Cash Operations and Accounts Receivable Procedure Guide**

**A Procedural Guide for Quali Financial Systems eDocs**  
Office of the Bursar

A decorative graphic at the bottom of the page consists of several overlapping, semi-transparent geometric shapes in shades of blue and grey, creating a layered, architectural effect. The year "2023" is printed in a dark blue serif font on the right side of this graphic.

2023

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## 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.

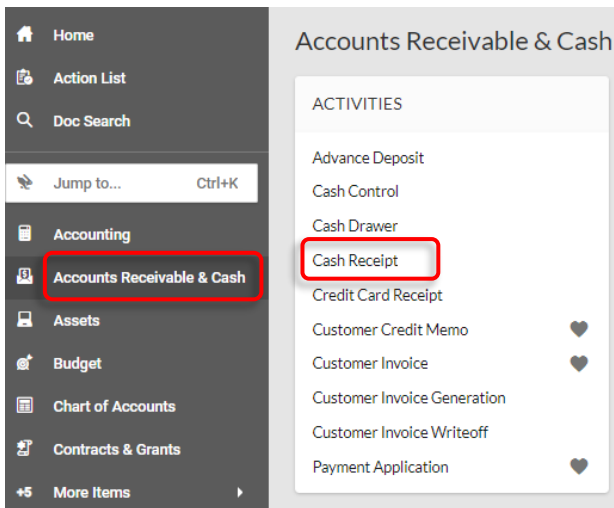
- If the deposit is less than \$500, funds must be delivered to Cash Operations within 7 calendar days.\*\*
- Once the total of cash/check received equals or exceeds \$500, funds **must** be delivered to Cash Operations by the end of the following business day.\*\*

**\*\*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.

The screenshot shows the 'Cash Receipt' form interface. At the top right, it displays document metadata: Doc Nbr: 10008195, Status: INITIATED, Initiator: ras16111, and Created: 04:00 PM 06/17/2020. Below this are 'EXPAND ALL' and 'COLLAPSE ALL' buttons. The main section is titled 'DOCUMENT OVERVIEW' and contains an 'OVERVIEW' section with the following fields:
 

- \*Description: (highlighted in yellow)
- Explanation:
- Organization
- Document Number:

 Below the overview is the 'FINANCIAL DOCUMENT DETAIL' section, which currently shows 'Total Amount:'.

- Use the drop-down menu to choose between entering 'Individual Checks/Batches' or 'Total Only'.

CASH RECONCILIATION ^

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CASH RECONCILIATION

Total Check Amount: Individual Checks/Batches ▾

Total Currency Amount: Individual Checks/Batches

Total Coin Amount: Total Only

Cash Submission SubTotal :0.00  
 Money Submission Total :0.00  
 Total Change Currency Amount :0.00  
 Total Change Coin Amount :0.00  
 Change Request Total :0.00  
 Reconciliation Net Total :0.00

- 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.

CURRENCY AND COIN DETAIL ^

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CURRENCY AND COIN DETAIL

Enter currency and coin count here. Denominations **MUST** match what is brought to Cash Operations.

	COUNT	AMOUNT		COUNT	AMOUNT
Hundred Dollar Count :	<input type="text" value="0"/>	\$0.00	Hundred Cent Count :	<input type="text" value="0"/>	\$0.00
Fifty Dollar Count :	<input type="text" value="0"/>	\$0.00	Fifty Cent Count :	<input type="text" value="0"/>	\$0.00
Twenty Dollar Count :	<input type="text" value="0"/>	\$0.00	Twenty Five Cent Count :	<input type="text" value="0"/>	\$0.00
Ten Dollar Count :	<input type="text" value="0"/>	\$0.00	Ten Cent Count :	<input type="text" value="0"/>	\$0.00
Five Dollar Count :	<input type="text" value="0"/>	\$0.00	Five Cent Count :	<input type="text" value="0"/>	\$0.00
Two Dollar Count :	<input type="text" value="0"/>	\$0.00	One Cent Count :	<input type="text" value="0"/>	\$0.00
One Dollar Count :	<input type="text" value="0"/>	\$0.00	Other Cent Amount :		\$ <input type="text" value="0.00"/>
Other Dollar Amount :		\$ <input type="text" value="0.00"/>			
<b>Total: 0.00</b>			<b>Total: 0.00</b>		

- 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.

CHECK DETAIL ^

* CHECK/BATCH #	* DATE	DESCRIPTION	* AMT	ACTION
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input type="button" value="ADD"/>
			<b>Total: 0.00</b>	

- Enter Accounting Lines: Account Number, Object Code, and Amount.  
*(If using expense object code, amount entered must be negative)*

ACCOUNTING LINES ^

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

*CHART	*ACCOUNT	SUB-ACCOUNT	*OBJECT	SUB-OBJECT	PROJECT	ORG REF ID	*AMOUNT	LINE DESCRIPTION	ACTIONS
UC	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		0.00	<input type="text"/>	<input style="background-color: #28a745; color: white; border: none; padding: 5px 10px; border-radius: 3px;" type="button" value="+"/>

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

CASH RECONCILIATION ^

CASH RECONCILIATION

Total Check Amount:

Total Currency Amount :0.00  
 Total Coin Amount :0.00  
 Cash Submission SubTotal :0.00  
 Money Submission Total :0.00  
 Total Change Currency Amount :0.00  
 Total Change Coin Amount :0.00  
 Change Request Total :0.00  
Reconciliation Net Total :0.00

CURRENCY AND COIN DETAIL v

CHECK DETAIL v

ACCOUNTING LINES ^

*CHART	*ACCOUNT	SUB-ACCOUNT	*OBJECT	SUB-OBJECT	PROJECT	ORG REF ID	*AMOUNT	LINE DESCRIPTION	ACTIONS
UC	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		0.00	<input type="text"/>	<input style="background-color: #28a745; color: white; border: none; padding: 5px 10px; border-radius: 3px;" type="button" value="+"/>

**Note:**  
Reconciliation Total and Accounting Line(s) Total should equal each other.

- 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.

NOTES AND ATTACHMENTS (0) Attach backup documentation here.

\* Note Text:

Attachment:  No file chosen

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AD HOC RECIPIENTS

ROUTE LOG

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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.’

Cash Receipt ?

Doc Nbr : 10008197      Status : ENROUTE  
 Initiator : ras16111      Created : 08:42 AM 06/18/2020

- Document was successfully submitted.

Print Cash Receipt Coversheet

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.



<b>UConn</b> UNIVERSITY OF CONNECTICUT			
Originating Department:		Your Department	
Date:		today/2016	
Cash Receipt Bag #:		HH123456	
Cash Total:	\$5.00		
Check Total:	\$25.00		
Total Received:	\$30.00		
Proof of delivery stamp will be placed here by Cash Operations Staff.		Edoc numbers	Total deposit
		2224570	\$30.00

- 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.

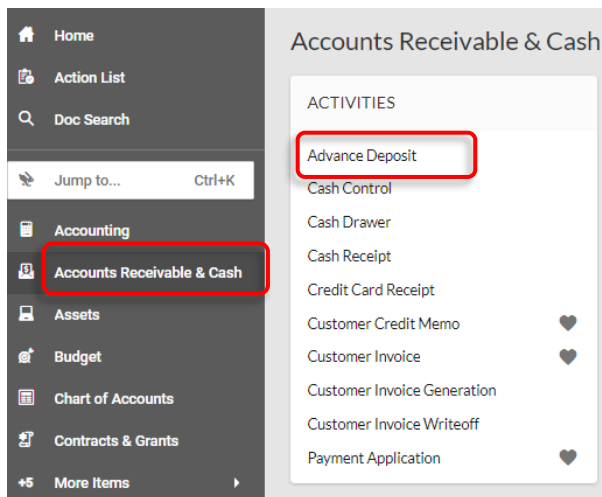
## Advance Deposit (AD)


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').

The screenshot shows the 'Advance Deposit' form with several annotations:

- DOCUMENT OVERVIEW:** A callout box says 'Enter Description: Department, Date, \$Amount' pointing to the 'Description' field.
- FINANCIAL DOCUMENT DETAIL:** A callout box says 'RDS users must list location number in Organization Document Number field. For example, "67000002"' pointing to the 'Organization Document Number' field.
- CORE REFERENCE NUMBER:** A callout box says 'Enter Date and Reference Number. (mandatory field.) Cash Operations does not have specific requirements on what is entered here.' pointing to the 'CoreRefNbr' field.
- ADVANCE DEPOSITS:** A callout box points to the 'DATE' and 'REFERENCE NUMBER' columns. A red circle highlights the green plus icon in the 'ACTIONS' column.

* BANK CODE	* DATE	* REFERENCE NUMBER	DESCRIPTION	* AMT	ACTIONS
20 Bank of America	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
TOTAL:				0.00	

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						
* BANK CODE	* DATE	* REFERENCE NUMBER	DESCRIPTION	* AMT	ACTIONS	
20 Bank of America	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input style="background-color: #2e7d32; color: white; border: none; padding: 5px 10px;" type="button" value="+"/>	
1 20 Bank of America	05/28/2020	20200528	Cash	100.00	<input type="button" value="🗑"/>	
2 20 Bank of America	05/28/2020	20200528	Cash	200.00	<input type="button" value="🗑"/>	
<b>TOTAL:</b>				<b>300.00</b>		

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

ACCOUNTING LINES

* CHART	* ACCOUNT	SUB-ACCOUNT	* OBJECT	SUB-OBJECT	PROJECT	ORG REF ID	* AMOUNT	LINE DESCRIPTION	ACTIONS
UC University of Co...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>	<input style="background-color: #2e7d32; color: white; border: none; padding: 5px 10px;" type="button" value="+"/>

ACCOUNTING LINES FOR CAPITALIZATION

MODIFY CAPITAL ASSETS

GENERAL LEDGER PENDING ENTRIES

**NOTES AND ATTACHMENTS (0)**  **Attach Backup Documentation here.**

AD HOC RECIPIENTS

ROUTE LOG

**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.

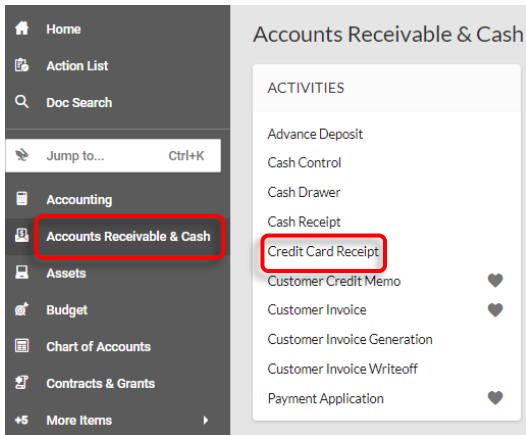


## Credit Card Receipt (CCR)

- 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).

Credit Card Receipt

Doc Nbr : 10008202    Status : INITIATED  
 Initiator : ras16111    Created : 03:27 PM 06/18/2020

EXPAND ALL
COLLAPSE ALL

**DOCUMENT OVERVIEW**

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**OVERVIEW**

\* Description :       Explanation :

Organization Document Number :

---

**FINANCIAL DOCUMENT DETAIL**

\* Bank Code : 20 Bank of America      Total Amount :

---

**CORE REFERENCE NUMBER**

CoreRefNbr :

---

**CREDIT CARD RECEIPTS**

* TYPE	* VENDOR NUMBER	* DATE	* REF NBR	* AMOUNT	ACTIONS
<input style="background-color: yellow; border: 1px solid #0070c0;" type="text"/> <input style="font-size: 0.7em; vertical-align: middle;" type="text"/>	<input style="border: 1px solid #0070c0;" type="text"/> <input style="font-size: 0.7em; vertical-align: middle;" type="text"/>	<input style="border: 1px solid #0070c0;" type="text"/> <input style="font-size: 0.7em; vertical-align: middle;" type="text"/>	<input style="border: 1px solid #0070c0;" type="text"/>	<input style="width: 40px; text-align: right;" type="text" value="0.00"/>	<input style="background-color: #0070c0; color: white; padding: 2px 5px; border: none;" type="button" value="ADD"/>
<b>Total: 0.00</b>					

4. Click **Search** and system will show available options below.

Credit Card Type Lookup

Credit Card Type Code:  Company Name:

Active Indicator:  
 Yes  No  Both

**Search** Clear Cancel

Search Results 1-2 of 2  
 Click return value for the correct type.

Return Value	Credit Card Type Code	Company Name	Active Indicator
return value	AE	American Express	Yes
return value	VM	VISA/Mastercard/Other	Yes

Export options: CSV | spreadsheet | XML

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.

CREDIT CARD RECEIPTS

\*TYPE: AE \*VENDOR NUMBER:  \*DATE:  \*REF NBR:  \*AMOUNT: 0.00 **ADD**

Total: 0.00

ACCOUNTING LINES

Line Description not required but will appear on General Ledger.

HIDE DETAILS IMPORT LINES

*CHART	*ACCOUNT	SUB-ACCOUNT	*OBJECT	SUB-OBJECT	PROJECT	ORG REF ID	*AMOUNT	LINE DESCRIPTION	ACTIONS
UC University of Co...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	<input type="text"/>	<b>+</b>

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**.

**Submit** Save Close Cancel Copy

**Note:** A separate e-doc will need to be done for each credit card type.

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

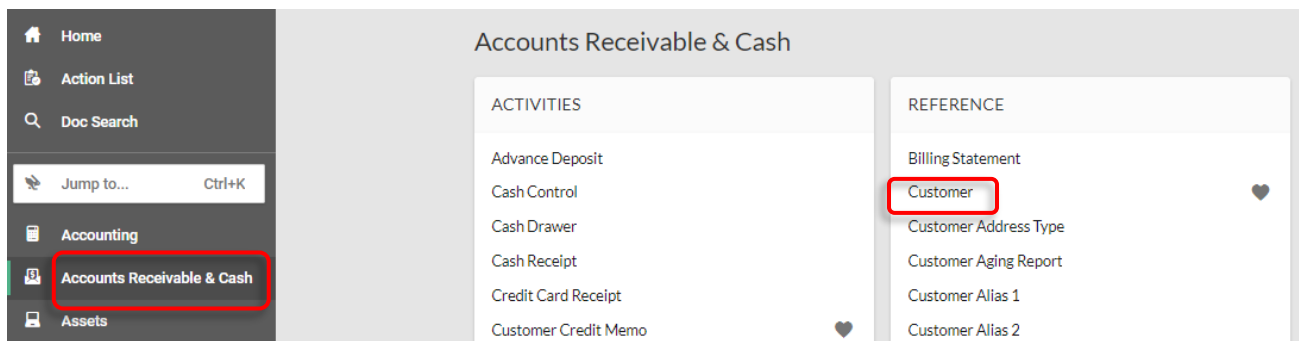
- The customer account number is based on user entry in customer name field. *The customer name must be entered as last name, first name.* A customer account number will be auto-generated and consist of the first 3 letters of the last name and 4 to 5 numerical digits, (i.e. Doe, John customer account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

Customer Lookup
Create New

---

Search Criteria ?

Customer Number

Customer Type

Customer Alias1

Customer Alias2

Customer Name

Phone Number

Email Address

Address Name

Address 1

Address 2

City

State

Postal Code

International Province

Tax Number

Tax Number Type  
 FEIN    SSN    NONE

Status  
 Active    Inactive    All

Click 'Search'

Search

Clear

Cancel

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'.

Search Results
1-6 of 6 < 1 >

ACTIONS	CUSTOMER NUMBER	CUSTOMER TYPE	CUSTOMER NAME	COLLECTION STATUS	PHONE NUMBER	EMAIL ADDRESS	TAX NUMBER	TAX NUMBER	STATUS
<a href="#">Edit</a> <a href="#">Report</a>	MAN10496	OT - Other types not applicable	MANSFIELD CENTER FOR NURSING & REHABILITATION	CURRENT					Active
<a href="#">Edit</a> <a href="#">Report</a>	MAN11093	OT - Other types not applicable	MANSFIELD PUBLIC SCHOOLS	CURRENT					Active
<a href="#">Edit</a> <a href="#">Report</a>	TOW11063	GS - Govt-Other states	TOWN OF MANSFIELD	CURRENT	860-487-0137				Active
<a href="#">Edit</a> <a href="#">Report</a>	MAN14832	BC - Business concerns (For profit)	MANSFIELD SUPPLY	CURRENT	860-429-2990				Active
<a href="#">Edit</a> <a href="#">Report</a>	MAN16348	NP - Non-profit organization	MANSFIELD DOWNTOWN PARTNERSHIP INC.	CURRENT					Active
<a href="#">Edit</a> <a href="#">Report</a>	MAN37731	GS - Govt-Other states	MANSFIELD PARKS & RECREATION	CURRENT					Active

Export As: CSV

## 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.

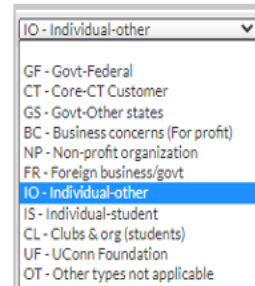


2. Fill out the required fields in the following tabs. (marked with an asterisk \*.)

### 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)*

Customer Type drop-down Option Menu



**Customer** ⓘ

Doc Nbr: 10332309      Status: INITIATED  
 Initiator: amp03015      Created: 03:53 PM 09/23/2020

eDoc #      EXPAND ALL      COLLAPSE ALL

Description should contain:

- 4-digit org code
- abbreviated dept name

**DOCUMENT OVERVIEW**

OVERVIEW

\*Description: 1174-Patho New Customer      Explanation:

Organization Document Number:

Enter: Last Name, First Name:

**GENERAL INFORMATION**

NEW

Customer Number:

\* Customer Name: Doe, John

\* Customer Type: IO - Individual-other

Customer Alias1 Type:

Customer Alias1:

Customer Alias2 Type:

Customer Alias2:

\* Collection Status: CURRENT

Last Collection Status Change Date:

Active Indicator:

IO - Individual Other is the most common Customer Type

Collection Status is typically always set 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.**

### 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.

### 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 adding, and click the ‘ADD’ button.

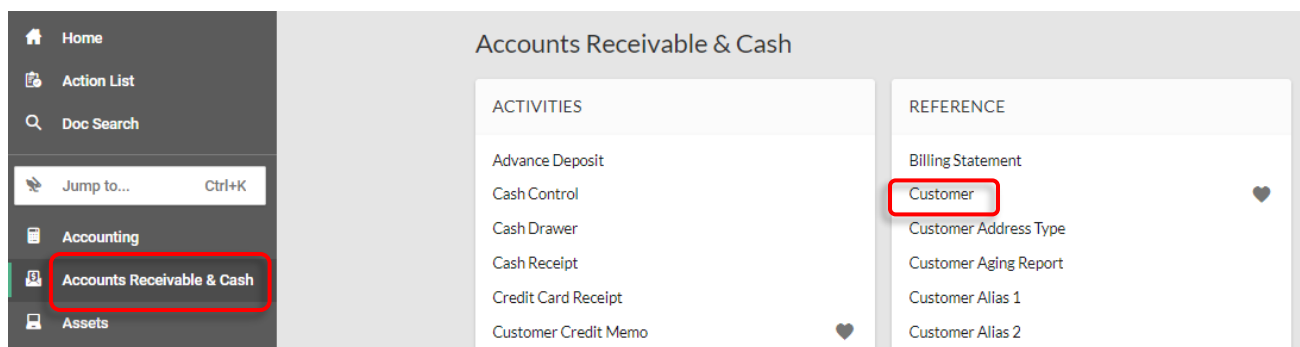
- Once all tabs are completed and all customer information is entered, you may click ‘Submit’ at bottom of eDoc and the customer eDoc will be routed to the AR Manager’s action list for approval.
- Every eDoc has a route log which will display Pending Action Requests (current approval), as well as any 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](mailto: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.

Customer Lookup Create New

Search Criteria ?

Customer Number  Customer Type

Customer Alias1  Customer Alias2

Customer Name  Phone Number

Email Address  Address Name

Status  
 Active  Inactive  All

Click 'Search' →

Search Results 1-1 of 1

ACTIONS	CUSTOMER NUMBER	CUSTOMER TYPE	CUSTOMER NAME	COLLECTION STATUS	PHONE NUMBER	EMAIL ADDRESS	TAX NUMBER	TAX NUMBER	STATUS
<a href="#">Edit</a>	UCO8414	HC - UConn Health Center	UCONN HEALTH CENTER	CURRENT					Active

Export As: CSV

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'**.

ADDRESSES \*

NEW CUSTOMER ADDRESS \*

Address Type:  \*

\* Address Name:

\* Address 1:

Address 2:

\* City:

State:

Postal Code:

International Province:

International Postal Code:

\* Country:

\* Email Address:

Address End Date:

CUSTOMER ADDRESS (UCONN HEALTH CENTER)

Add Alternate Address data here and click 'Add' then 'Submit'

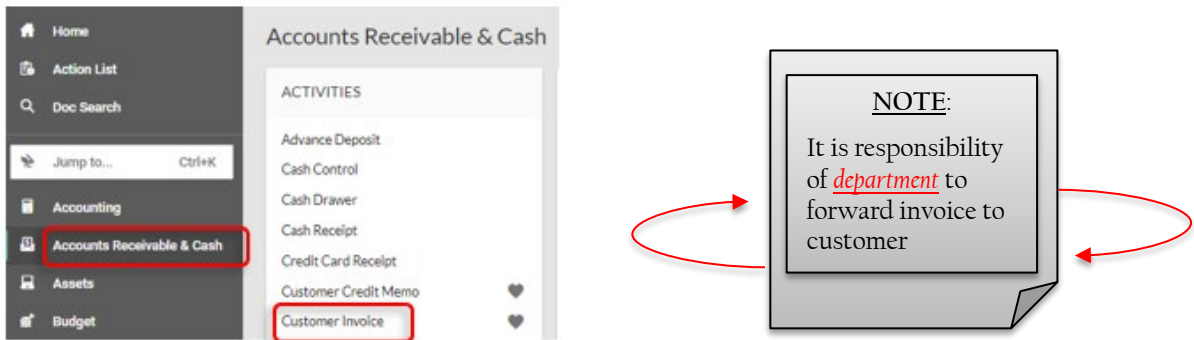


## Customer Invoice (INV)

- 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.

### Customer History Report

Customer Number: EQU46422 EQUINE AFFILIATES CURRENT

Balance Due: 1,590.00

Search Results 1-4 of 4

Document Type	Document Number	Document Description	Billing Date	Due/Approved Date	Original Document Amount	Unpaid/Unapplied Amount
INV	10332291	1174-Patho CVMDL Invoice PP20151256	2020/09/22	2020/10/22	190.00	190.00
INV	10332292	1608-Parking 3380104628 CT #AL35962	2020/09/22	2020/10/22	105.00	105.00
INV	10332293	1339-TIP Rental March 2020 Rent	2020/09/22	2020/10/22	1,200.00	1,200.00
INV	10332294	1335-Librar ILL 9867854369 Lost Book	2020/09/22	2020/10/22	95.00	95.00

Export options: [CSV](#) | [spreadsheet](#) | [XML](#)

**ORGANIZATION** ^

Organization

Processing Chart Code : UC - University of Connecticut \* Billing Chart Code : UC - University of Connecticut

Processing Organization Code : 1557 \* Billing Organization Code : 1557


Organization Invoice Number :


Populates Billing Organization Code  
(based on Initiator)

- 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.
- Enter optional fields, as needed.


**GENERAL** ^

CUSTOMER INFORMATION

\* Customer Number:  

Customer Purchase Order Number:  Customer Purchase Order Date:  

DETAIL INFORMATION

Billing Date: 09/23/2020 \* Due Date: 10/23/2020 

Terms: NET 30 DAYS Open Invoice Indicator: Yes

STATEMENT INFORMATION

Header Text:  Attention Line Text:

Print Invoice Indicator: Send to BILL Queue Print Date:

**REQUIRED BY UCH**

Due date defaults to 30 days

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.

**BILLING/SHIPPING**

---

**BILL TO ADDRESS**

\* Bill To Address Identifier:   City: \_\_\_\_\_

Address Type: \_\_\_\_\_ State: \_\_\_\_\_

Address Name: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Address 1: \_\_\_\_\_ International Province: \_\_\_\_\_

Address 2: \_\_\_\_\_ International Postal Code: \_\_\_\_\_

Email Address: \_\_\_\_\_ Country: \_\_\_\_\_

---

**SHIP TO ADDRESS**

Ship To Address Identifier:   City: \_\_\_\_\_

Address Type: \_\_\_\_\_ State: \_\_\_\_\_

Address Name: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Address 1: \_\_\_\_\_ International Province: \_\_\_\_\_

Address 2: \_\_\_\_\_ International Postal Code: \_\_\_\_\_

Email Address: \_\_\_\_\_ Country: \_\_\_\_\_

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

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](mailto: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'.

ACCOUNTING LINES

**SOURCE**

* CHART	* ACCOUNT	SUB-ACCOUNT	* OBJECT	SUB-OBJECT	PROJECT	ORG REF ID	* AMOUNT	ACTIONS	
UC	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	<input type="button" value="Refresh"/> <input type="button" value="ADD"/>	
INVOICE ITEM CODE	* INVOICE ITEM QUANTITY	* INVOICE ITEM DESCRIPTION	INVOICE ITEM SERVICE DATE	INVOICE ITEM UNIT OF MEASURE CODE	* INVOICE ITEM UNIT PRICE	TAX?			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	EA	<input type="text"/>	<input type="checkbox"/>			
TAXAMOUNT								0.00	

Text in the Invoice Item Description shows up in the General Ledger description

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.

NOTES AND ATTACHMENTS (0)

\* Note Text:  
Backup detail for services rendered through June 2020.

Attachment:  
Choose File No file chosen

Remove Attachment

ADD

AD HOC RECIPIENTS

ROUTE LOG

Submit Save Close Cancel

*Customer Invoice eDoc: Refer to page 22 to see where each field appears on the invoice.*

Customer Invoice ⓘ

Doc Nbr : 988020  
Initiator : cgw11001  
Invoice Total Amount : 500.00

Status : FINAL  
Created : 04:34 PM 05/15/2014  
Open Amount : 0.00

EXPAND ALL COLLAPSE ALL

DOCUMENT OVERVIEW

OVERVIEW

\* Description : Anticipated Scholarship for Transfer Stu

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 Document Number :

FINANCIAL DOCUMENT DETAIL

Total Amount : 500.00

ORGANIZATION

RECURRENCE DETAILS

GENERAL ^

CUSTOMER INFORMATION

\* Customer Number: **3** CAP11742 : CAPITAL COMMUNITY COLLEGE  
 Customer Purchase Order Number: **5** Customer Purchase Order Date: **6**

DETAIL INFORMATION

Billing Date: **4** 05/15/2014 \* Due Date: 06/14/2014  
 Terms: NET 30 DAYS Open Invoice Indicator: No

STATEMENT INFORMATION

Header Text: **7** Attention Line Text: **8** S. Ann Schuman - SSchuman@ccc.commnet.edu  
 Print Invoice Indicator: Send to BILL Queue Print Date: 05/15/2014

BILLING/SHIPPING ^

BILL TO ADDRESS

\* Bill To Address Identifier: **9** 4840 City: HARTFORD  
 Address Type: Primary State: Connecticut  
 Address Name: CAPITAL COMMUNITY COLLEGE Postal Code: 06103  
 Address 1: 950 MAIN ST International Province:  
 Address 2: International Postal Code:  
 Email Address: Country: United States

SHIP TO ADDRESS

Ship To Address Identifier: **10** City:  
 Address Type: State:  
 Address Name: Postal Code:  
 Address 1: International Province:  
 Address 2: International Postal Code:  
 Email Address: Country:

ACCOUNTING LINES ^ [Import Templates](#)

SOURCE

HIDE DETAILS

* CHART	* ACCOUNT	SUB-ACCOUNT	* OBJECT	SUB-OBJECT	PROJECT	ORG REF ID	* AMOUNT	ACTIONS
							0.00	
INVOICE ITEM CODE	* INVOICE ITEM QUANTITY	* INVOICE ITEM DESCRIPTION	INVOICE ITEM SERVICE DATE	INVOICE ITEM UNIT OF MEASURE CODE	* INVOICE ITEM UNIT PRICE	TAX?		
	1			EA		No		
TAX AMOUNT	0.00							
UC	4303650		4780				500.00	
University of Conn...	Stl Interface Clear		Miscellaneous Reve...				<b>15</b>	
INVOICE ITEM CODE	* INVOICE ITEM QUANTITY	* INVOICE ITEM DESCRIPTION	INVOICE ITEM SERVICE DATE	INVOICE ITEM UNIT OF MEASURE CODE	* INVOICE ITEM UNIT PRICE	TAX?		
	1	PENDING SCHOL FOR VICTOR VASQUEZ 2014-2015		EA		500 No		
		<b>11</b>		<b>13</b>	<b>14</b>			
TAX AMOUNT	0.00	<b>12</b>						
<b>1</b>								
TOTAL:							500.00	<b>16</b>

*Customer Invoice Example:*

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

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

Page 1 of 1

Date 05/15/2014 ④

INVOICE: 988020 ①

CUSTOMER NUMBER: CAP11742 ③

BILLED BY (DO NOT REMIT TO):

ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC. ⑧

Bursar

PHONE: (860) 486-1670

FAX: (860) 486-9029

SHIP TO: ⑩

PREPARED BY: Carleen Wells ②

PO/AGREEMENT NO: ⑤

PO/AGREEMENT DATE: ⑥

⑦

⑪ QTY	⑬ UNIT	⑫ DESCRIPTION	ITEM CODE	⑭ UNIT PRICE	TAX AMOUNT	⑮ AMOUNT
1	EA	PENDING SCHOL FOR VICTOR VASQUEZ 2014-2015		500.00	0.00	500.00

(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 ⑯

Detach & Return Lower Portion with Payment

PLEASE MAKE CHECKS PAYABLE

University of Connecticut

INVOICE DATE: 05/15/2014 ④

INVOICE: 988020 ①

CUSTOMER NBR: CAP11742 ③

UC4303650

ATTN: ⑧ S. ANN SCHUMAN - SSCHUMAN@CCC.

CAPITAL COMMUNITY COLLEGE

950 MAIN ST

⑨

HARTFORD, CT 06103

DUE DATE:	06/14/2014
AMOUNT DUE:	500.00 ⑰

REMIT TO: UNIVERSITY OF CONNECTICUT

Office of the Bursar

233 Glenbrook Rd - Unit 4231

Storrs, CT 06269

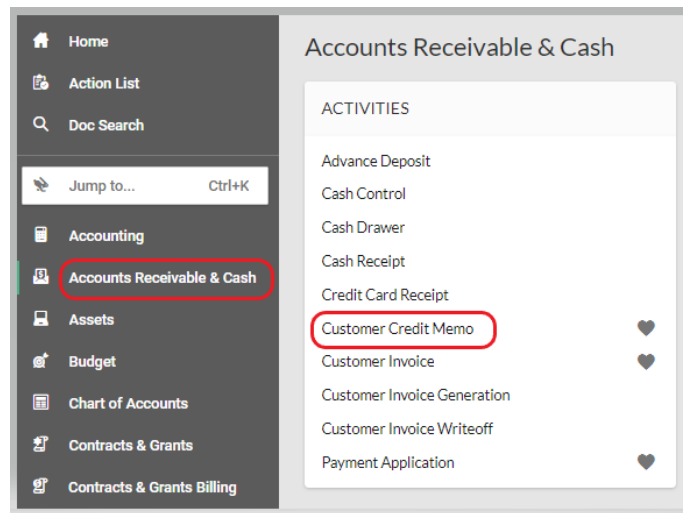
00000050000 00000988020 0CAP11742 0

## Customer Credit Memo (CRM)

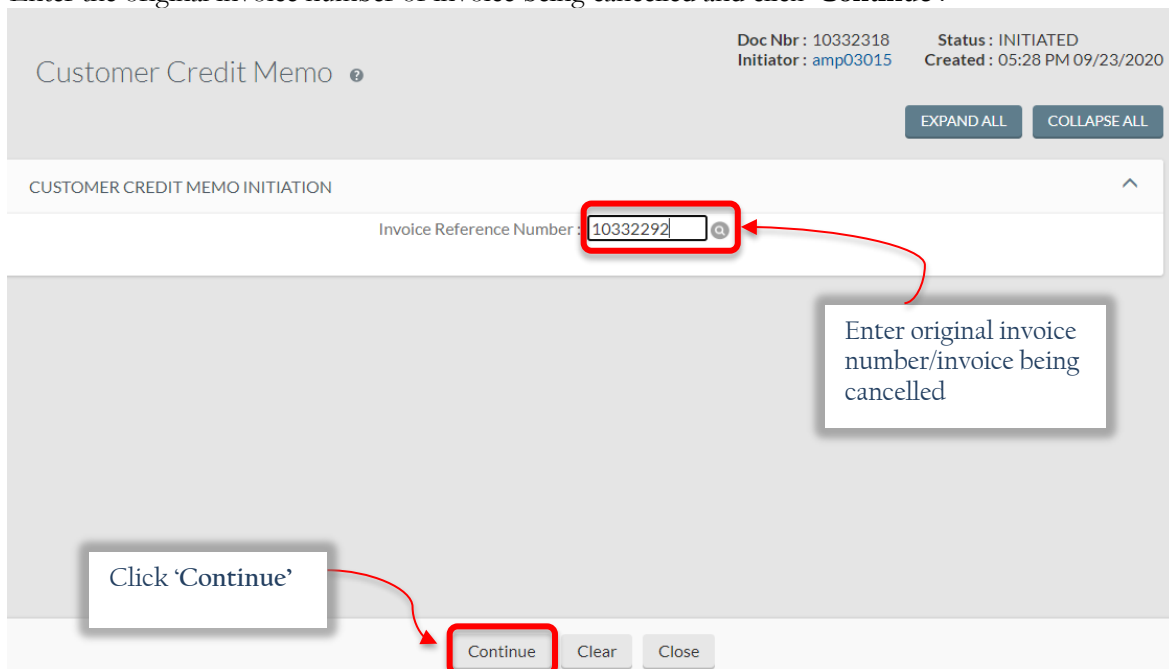
- To reduce charges (units *or* dollars – not both) on an existing invoice.
- Credit Memos can only be entered against an invoice with an outstanding balance.
- Routes to Fiscal Officer of revenue account being credited on original invoice and AR Manager for approval.
- Adequate documentation must be 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'.



- 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.

### Customer Credit Memo ?

Doc Nbr : 10332303      Status : INITIATED  
 Initiator : amp03015      Created : 12:03 PM 09/23/2020

EXPAND ALL
COLLAPSE ALL

---

**DOCUMENT OVERVIEW**

**OVERVIEW**

\*Description: 1174-Patho Cancel 10332291 Pd on AD

Organization:

Document Number:

Explanation: Cancel invoice as payment was erroneously processed on AD as opposed to relieving receivable via payment app.

Enter 4-digit org code, dept, and invoice # being cancelled

Include additional detail in explanation/copy to Notes and Attachments, attach emails/documentation to support cancellation of charges

- Enter either the quantity *or* amount you are cancelling (*not both*) and click 'Recalculate'.

**ITEMS**

---

**INVOICE ITEMS**

QUANTITY	ITEM CODE	UOM	DESCRIPTION	UNIT PRICE	AMOUNT	TAX AMOUNT	TOTAL AMOUNT	OPEN INVOICE QUANTITY	OPEN INVOICE AMOUNT	ACTIONS
2		EA	1174-PATHO CVMDL INVOICE PP20151256	95	190.00	0.00	190.00	2.0000000000	190.00	Recalculate Refresh
* 1					2.00000000	0.00	190.00			
					190.00	0.00	190.00			
<b>Credit Memo Total:</b>					190.00	0.00	190.00			Recalculate Refresh

Enter Quantity or Amount (*not both*)

Accounting Information Show



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)

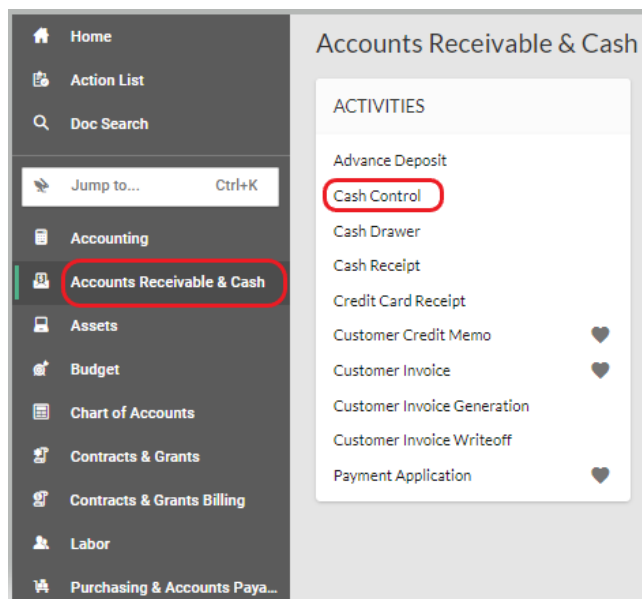
If a department receives a check for a KFS invoice, please follow the instructions in **Appendix E** instead of creating a Cash Control.

**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* or
- b) Process *Customer Credit Memo*

2. Enter a Description including the customer number and description of payment, i.e., October Rent payment.

Cash Control ?

Doc Nbr : 10332250      Status : ENROUTE  
 Initiator : amp03015      Created : 08:28 AM 09/21/2020

EXPAND ALL      COLLAPSE ALL

DOCUMENT OVERVIEW ^

OVERVIEW

Enter Description

\* Description : Pymt Rec'd MIT18238 Oct 2020 Rent      Explanation : Processing payment received from tenant for October 2020 rent.

Organization Document Number :

FINANCIAL DOCUMENT DETAIL

Enter brief explanation of eDoc (optional)

Total Amount : 1,000.00

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'.

GENERAL INFO

Select medium code/method of payment

Processing Org : UC/1557  
 \* Bank Code : 20  
 \* Medium Code :

Cash  
 Check  
 Credit Card  
 Wire

Click 'Add'

CASH CONTROL DETAILS

Enter Customer #

Enter date payment received

Enter amount

APPLICATION DOC#	STATUS	CUSTOMER#	MEDIUM ID	DATE	* AMOUNT	ACTIONS
		MIT18238	enter check # or payment id		1000.00	ADD

\* Description : Pymt Rec'd MIT18238 Oct 2020 Rent

Include description (or copy description from overview)

Total: 0.00

GENERAL LEDGER PENDING ENTRIES

NOTES AND ATTACHMENTS (0)

ROUTE LOG

Submit    Save    Close    Cancel

- 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).

**CASH CONTROL DETAILS** ^

APPLICATION DOC #	STATUS	CUSTOMER #	MEDIUM ID	DATE	* AMOUNT	ACTIONS
		<input type="text"/>	<input type="text"/>	<input type="text"/>	0.00	<input type="button" value="ADD"/>
* Description <input type="text"/>						
1	SAVED	MIT18238	1234	<input type="text"/>	1,000.00	<input type="button" value="CANCEL"/>
* Description <input type="text" value="Pymt Rec'd MIT18238 Oct 2020 Rent"/>						
<input type="button" value="IMPORT"/>					<b>Total: 1,000.00</b>	

Once you click 'Add' the total appears and also notice an eDoc # appears, this is the payment application eDoc #

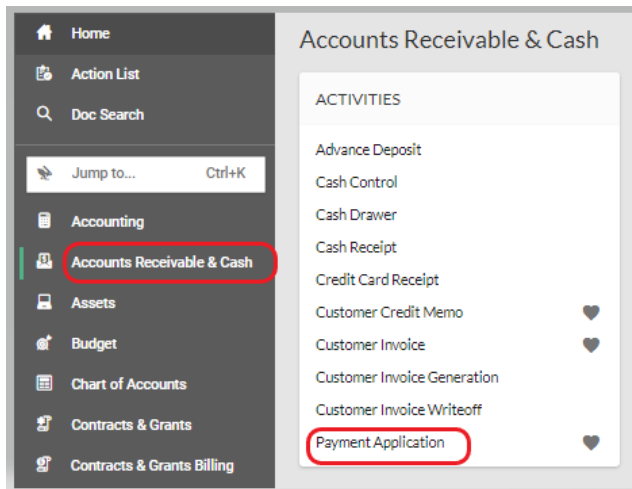
**GENERAL LEDGER PENDING ENTRIES** v

## 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.

Payment Application

Doc Nbr: 10332328    Status: SAVED  
 Initiator: amp03015    Created: 06:36 PM 09/23/2020

EXPAND ALL    COLLAPSE ALL

---

DOCUMENT OVERVIEW

OVERVIEW

\* Description: Pymt Rec'd EQU46422 Inv 10332291

Organization Document Number: 10332327

Explanation:

FINANCIAL DOCUMENT DETAIL

Total Amount: 190.00

---

CONTROL INFORMATION

CONTROL INFORMATION

Org Doc #: 10332327  
 Customer: EQU46422   
 Control Total: 190.00  
 Open Amount: 190.00  
 Payment #: 1296

- If the invoice amount and payment amount are the same, you can use the ‘Quick Apply’ option by checking the box and clicking ‘Apply’.

**SUMMARY OF APPLIED FUNDS**

---

SUMMARY OF APPLIED FUNDS

No applied payments.

Unapplied Funds		Cash Control	Open Amount	Applied Amount
		190.00	190.00	0.00

**QUICK APPLY TO INVOICE**

QUICK APPLY TO INVOICE

Invoice Number	Open Amount	Quick Apply
10332291	190.00	<input type="checkbox"/>
10332292	105.00	<input type="checkbox"/>
10332293	1,200.00	<input type="checkbox"/>
10332294	95.00	<input type="checkbox"/>
10332300	35.00	<input type="checkbox"/>

If invoice amount and payment amount are the same, you can use the ‘Quick Apply’ option by checking the box and click ‘Apply’

Apply

- 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’.

**APPLY TO INVOICE DETAIL**

Customer EQU46422  
Invoice 10332291  
Load

Invoices 10332291 Load

INVOICE 10332291 next

Invoice Number/Billing Date	Invoice Header/Customer Name	Open Amount/Total	Amount Applied to Invoice
10332291 2020-09-22	EQUINE AFFILIATES	190.00 190.00	0.00

INVOICE DETAIL

	Chart	Account	Item Desc	Item Total Amount	Item Open Amount	Apply Amount	Apply Full Amount
1	UC	4305640	1174-PATHO CVMDL INVOICE PP20151256	190.00	190.00	190.00	<input type="checkbox"/>

If amounts are *not* equal, you may manually enter the payment amount in the ‘Apply Amount’ field within the ‘Apply to Invoice Detail’ section and click ‘Apply’ and ‘Submit’

Apply

NON-AR

UNAPPLIED

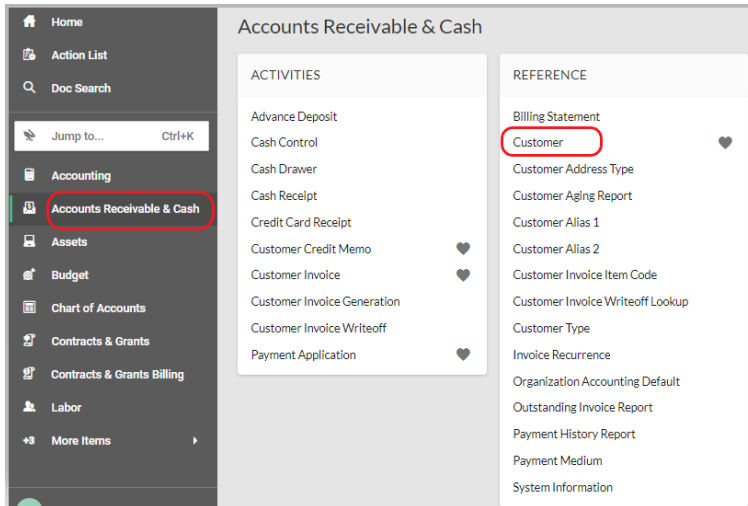
Submit Save Reload Close

## Customer History Report

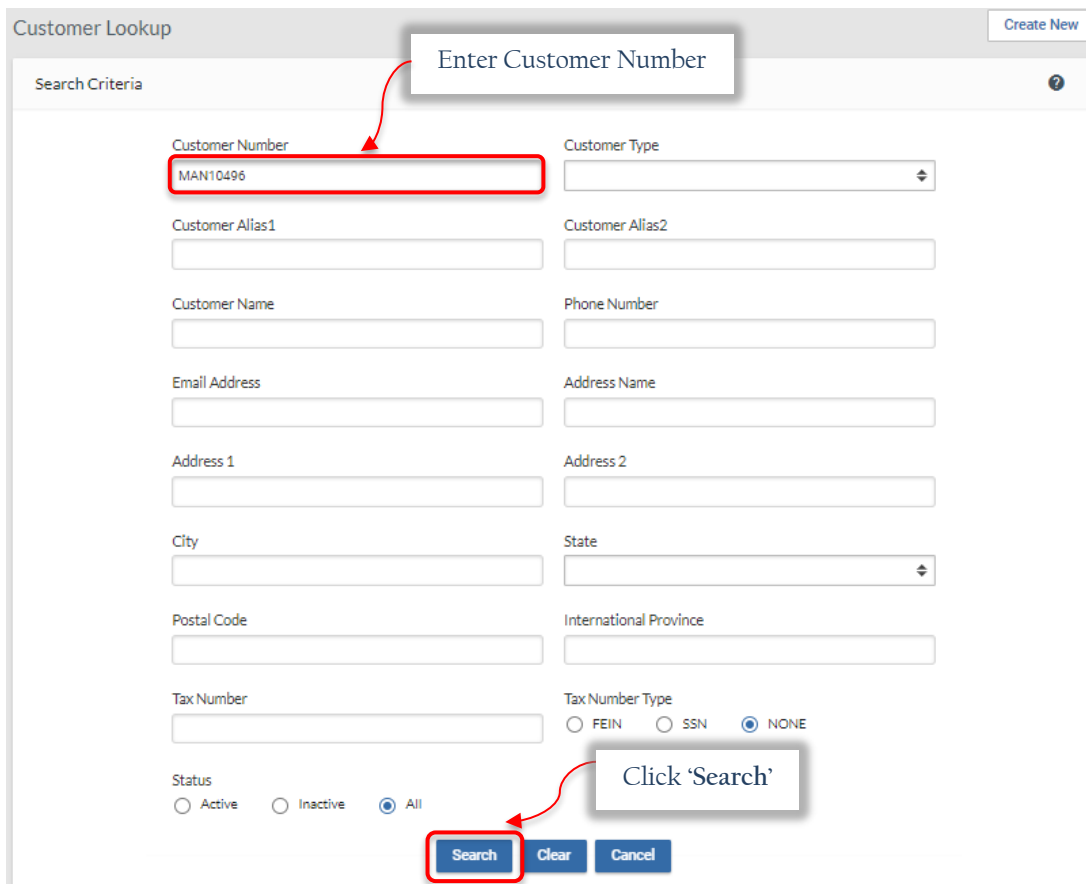
- Access to view invoices, payments, and credit memos on customer account.

### *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.

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

ACTIONS	CUSTOMER NUMBER	CUSTOMER TYPE	CUSTOMER NAME	COLLECTION STATUS	PHONE NUMBER	EMAIL ADDRESS	TAX NUMBER	TAX NUMBER	STATUS
<a href="#">Edic Report</a>	MAN10496	OT - Other types not applicable	MANSFIELD CENTER FOR NURSING & REHABILITATION	CURRENT					Active

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

Customer History Report

Customer Number: MAN10496 MANSFIELD CENTER FOR NURSING & REHABILITATION CURRENT

Balance Due: 3,382.45

1-100 of 188 < First Prev 1, 2 Next Last >

Document Type	Document Number	Document Description	Billing Date	Due/Approved Date	Original Document Amount	Unpaid/Unapplied Amount
INV	<a href="#">10318208</a>	MCNR - June 2020	2020/07/02	2020/08/01	3,382.50	3,382.50
INV	<a href="#">10293912</a>	MCNR - May 2020	2020/06/25	2020/07/25	4,771.25	0.00
INV	<a href="#">10176519</a>	MCNR - April 2020	2020/05/01	2020/05/31	4,455.00	0.00
INV	<a href="#">10150688</a>	MCNR - Feb 2020	2020/04/16	2020/05/16	2,351.25	0.00
INV	<a href="#">10149679</a>	MCNR - March 2020	2020/04/15	2020/05/15	4,317.50	0.00
INV	<a href="#">9920592</a>	MCNR - January 2019	2020/02/03	2020/03/04	3,863.75	0.00
INV	<a href="#">9920598</a>	MCNR - January 2020	2020/02/03	2020/03/04	3,863.75	0.00
INV	<a href="#">9796304</a>	MCNR - December 2019	2020/01/02	2020/02/01	2,942.50	0.00
INV	<a href="#">9723496</a>	MCNR - November 2019	2019/12/05	2020/01/04	4,083.75	0.00
INV	<a href="#">9626404</a>	MCNR - October 2019	2019/11/06	2019/12/06	3,973.75	0.00
INV	<a href="#">9539258</a>	MCNR - September 2019	2019/10/15	2019/11/14	3,437.50	0.00
INV	<a href="#">9487670</a>	MCNR - September 2019	2019/10/02	2019/11/01	4,875.00	0.00

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).

The screenshot shows the 'Document Search' interface. On the left is a navigation menu with 'Doc Search' highlighted. A red box around 'Doc Search' has an arrow pointing to a callout box that says 'Click on 'Doc Search''. The main search area has a red banner at the top that says 'Backdoor Id amp03015 is in use'. Below this are buttons for 'detailed search' and 'clear saved searches', and a dropdown menu for 'Searches'. The search form includes fields for 'Document Type:', 'Initiator:', 'Document Id:' (with '10293912' entered and a red box around it), 'Date Created From:', 'Date Created To:', and 'Name this search (optional):'. A red box around the 'search' button has an arrow pointing to a callout box that says 'Enter Document Id # and click 'Search''. At the bottom of the form are 'search', 'clear', and 'cancel' buttons.

Document Search Backdoor Id amp03015 is in use

[detailed search](#) [clear saved searches](#)

Searches ▼ \* required field

Document Type:	<input type="text"/>
Initiator:	<input type="text"/>
Document Id:	10293912
Date Created From:	<input type="text"/>
Date Created To:	<input type="text"/>
Name this search (optional):	<input type="text"/>

[search](#) [clear](#) [cancel](#)

One item retrieved.

Document Id	Document Type	Title	Status	Initiator	Date Created	Route Log
<a href="#">10293912</a>	Customer Invoice	Customer Invoice - MCNR - May 2020	FINAL	<a href="#">Machnicki, Eileen</a>	06/25/2020 02:30 PM	

Export options: [CSV](#) | [spreadsheet](#) | [XML](#)

Results appear, click on the Document Id

Doc Nbr : **10293912** Status : FINAL  
Initiator : [eec12009](#) Created : 02:30 PM 06/25/2020

**Invoice Total Amount : 4,771.25**    **Open Amount : 0.00**

Customer Invoice ?

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

Doc Nbr : **10318208** Status : FINAL  
Initiator : [eec12009](#) Created : 02:21 PM 07/02/2020

**Invoice Total Amount : 3,382.50**    **Open Amount : 3,382.50**

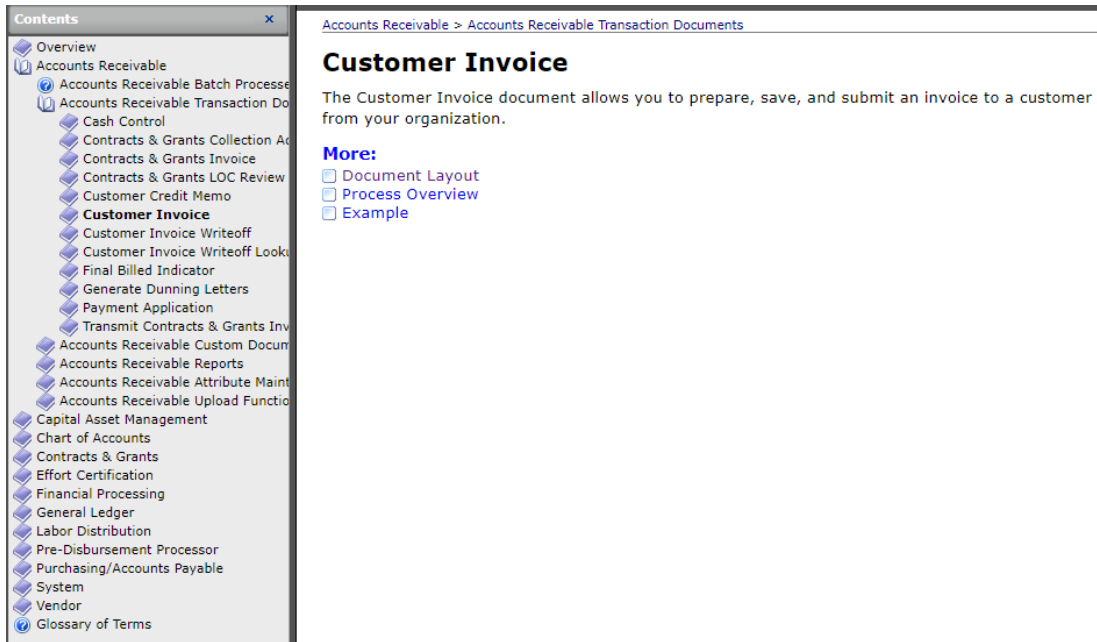
Customer Invoice ?

This is an example of an invoice which remains due

## Questions?

Customer Invoice 

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

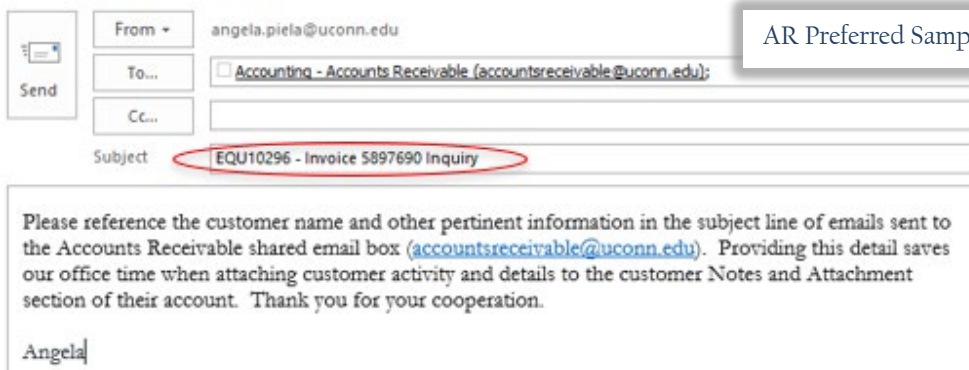


### *Accounts Receivable/Cash Operations Topics – Who Do I Call?*

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

### *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.



## 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](mailto: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](#).**

- 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).

The screenshot shows an invoice form with several sections. Two callout boxes are present:

- REQUIREMENT 1:** Points to the 'Customer Purchase Order Number' field, which contains the value '413036'.
- REQUIREMENT 2:** Points to the 'Attention Line Text' field, which contains the value 'Dorota Parzych & Susan Pagan'.

Other visible fields include: PO#, \* Customer Number: UCO8414, UCONN HEALTH CENTER, Billing Date: 07/08/2020, \* Due Date: 08/07/2020, Terms: NET 30 DAYS, Open Invoice Indicator: Yes, Header Text, and Print Invoice Indicator: Send to BILL Queue.

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](mailto:accountsreceivable@uconn.edu) and Brittany Fabrizio at UCH's AP Office at [bfabrizio@uchc.edu](mailto: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:**

Doc Nbr: 10218677	Status: FINAL
Initiator: bfb02001	Created: 03:39 PM 05/26/2020
Invoice Total Amount: 8,536.38	Open Amount: 0.00

#### **Outstanding Invoice:**

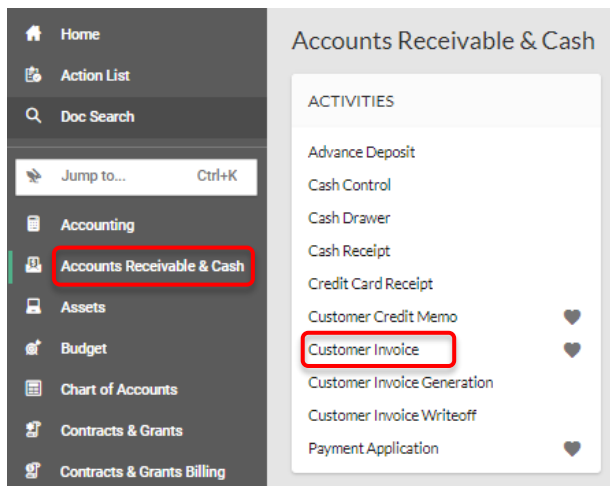
Doc Nbr: 10327992	Status: FINAL
Initiator: cej12001	Created: 02:52 PM 07/08/2020
Invoice Total Amount: 7,200.00	Open Amount: 7,200.00

## Appendix C

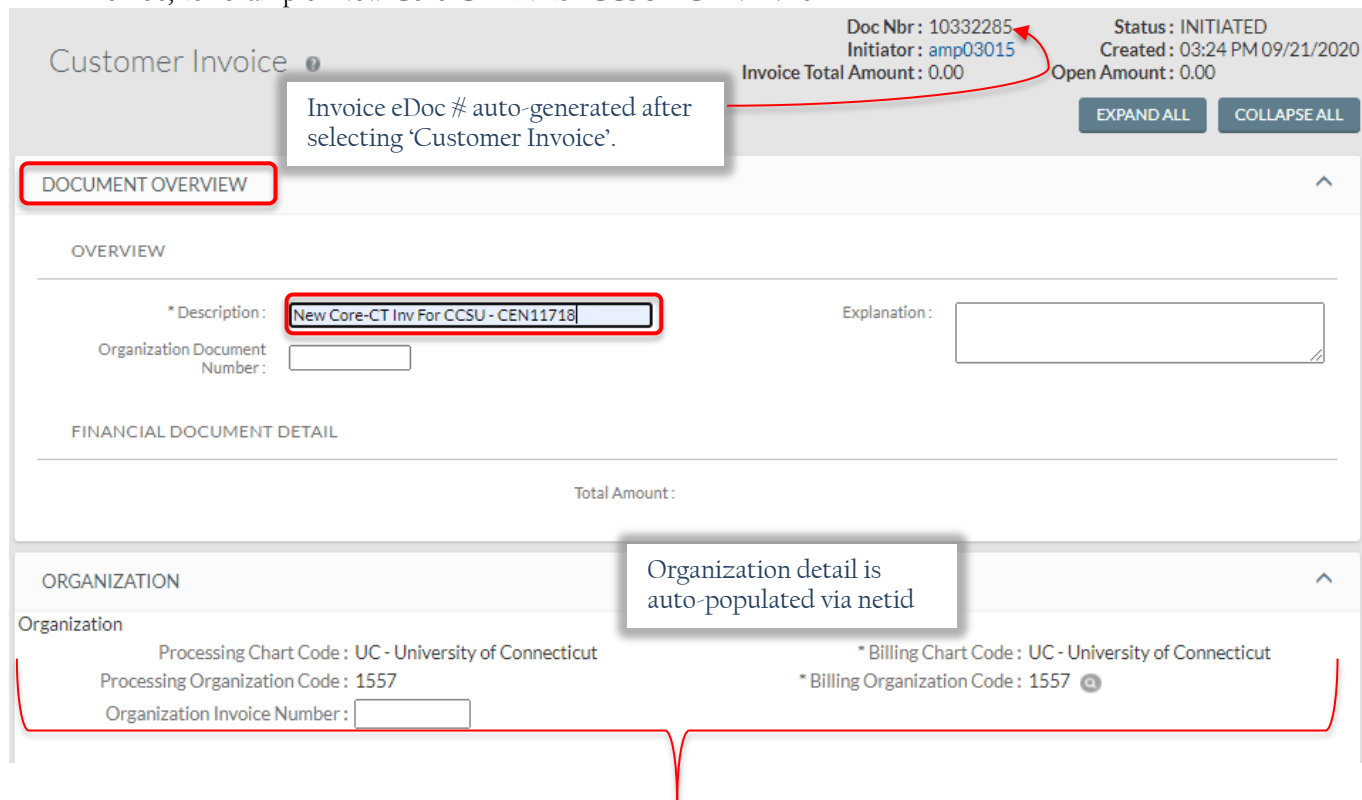
### *Procedures on Billing Other State of Connecticut Agencies*

UCONN departments are frequently required to bill other state agencies (often referred to as a State Transfer Invoice) for goods and/or 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](mailto: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'.



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.

**GENERAL**

**CUSTOMER INFORMATION**

\* Customer Number:

Customer Purchase Order Number:  Customer Purchase Order Date:

**DETAIL INFORMATION**

Billing Date: 09/21/2020 \* Due Date: 10/21/2020

Terms: NET 30 DAYS Open Invoice Indicator: Yes

**STATEMENT INFORMATION**

Header Text:  Attention Line Text:

Print Invoice Indicator: Send to BILL Queue Print Date:

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'.

**Customer Lookup** Create New

**Search Criteria**

Customer Number:  Customer Type:

Customer Alias1:  Customer Alias2:

Customer Name:  Phone Number:

Email Address:  Address Name:

Address 1:  Address 2:

City:  State:

Postal Code:

**Search** **Clear** **Cancel**



- 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.

Search Results								1-28 of 28
Return Value	Customer Number	Customer Type	Customer Name	Phone Number	Tax Number	Tax Number Type	Active Indicator	Collection Status
<a href="#">return value</a>	NOR11939	IO - Individual-other	NORTH CENTRAL CONSERVATION DISTRICT				Yes	CURRENT
<a href="#">return value</a>	CEN8104	IO - Individual-other	CENTRAL PARKING SYSTEMS				Yes	GRC3
<a href="#">return value</a>	NEW12465	IO - Individual-other	NEW HAVEN CENTRAL HOSPITAL FOR VETERINAR	203-865-0878		NONE	Yes	NOSTMT
<a href="#">return value</a>	CEN11718	CT - Core-CT Customer	CENTRAL CONNECTICUT STATE UNIVERSITY				Yes	CORE
<a href="#">return value</a>	BRI14651	NP - Non-profit organization	BRISTOL CENTRAL HIGH SCHOOL				Yes	CURRENT
<a href="#">return value</a>	AGE18501	NP - Non-profit organization	AGENCY ON AGING OF SOUTH CENTRAL CONNECTICUT	203-785-8533			Yes	CURRENT
<a href="#">return value</a>	CEN16515	BC - Business concerns (For profit)	CENTRAL MUTUAL INSURANCE COMPANY				Yes	CURRENT
<a href="#">return value</a>	CEN12654	NP - Non-profit organization	CENTRAL AREA HEALTH EDUCATION CENTER INC.				Yes	CURRENT
<a href="#">return value</a>	PHO17987	IO - Individual-other	PHOENIX CENTRAL LAB	425-355-5252		NONE	Yes	CURRENT
<a href="#">return value</a>	NOR31780	IO - Individual-other	NORTHCENTRAL ARKANSAS DEVELOPMENT COUNCIL, INC.				Yes	CURRENT
<a href="#">return value</a>	CEN32277	NP - Non-profit organization	CENTRAL CALIFORNIA CHILD DEVELOPMENT SERVICES				Yes	CURRENT

- 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.

GENERAL

CUSTOMER INFORMATION

\* Customer Number:  :

Customer Purchase Order Number:  Customer Purchase Order Date:

DETAIL INFORMATION

Billing Date: 09/23/2020 \* Due Date:

Terms:  Open Invoice Indicator: Yes

STATEMENT INFORMATION

Header Text:  Attention Line Text:

Print Invoice Indicator:  Print Date:

---

BILLING/SHIPPING

BILL TO ADDRESS

\* Bill To Address Identifier:  Refresh

Address Type: Primary City: NEW BRITAIN

Address Name: CCSU (CSU002) State: Connecticut

Address 1: ELIHU BURRITT LIBRARY (ILL) Postal Code: 06050

Address 2: 1615 STANLEY ST International Province:

Email Address: AP@CCSU.EDU International Postal Code:

Country: United States

SHIP TO ADDRESS

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.

**CUSTOMER INFORMATION**

\*Customer Number:  CENTRAL CONNECTICUT STATE UNIVERSITY

Customer Purchase Order Number:  Customer Purchase Order Date:

**DETAIL INFORMATION**

Billing Date:  \*Due Date:

Terms:  Open Invoice Indicator: Yes

**STATEMENT INFORMATION**

Header Text:  Attention Line Text:

Print Invoice Indicator:  Print Date:

**BILLING/SHIPPING**

**BILL TO ADDRESS**

\* Bill To Address Identifier:  City: NEW BRITAIN

Address Type: Primary State: Connecticut

Address Name: CCSU (CSU002) Postal Code: 06050

Address 1: ELIHU BURRITT LIBRARY (ILL) International Province:

Address 2: 1615 STANLEY ST International Postal Code:

Email Address: AP@CCSU.EDU Country: United States

**SHIP TO ADDRESS**

Ship To Address Identifier:  City:

Address Type: State:

Address Name: Postal Code:

Address 1: International Province:

Address 2: International Postal Code:

Email Address: Country:

Billing Date is auto-populated with the current date

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

ACCOUNTING LINES Import Template

SOURCE

\* CHART **UC** \* ACCOUNT  PROJECT

INVOICE ITEM CODE  \* INVOICE ITEM QUANTITY  \* INVOICE ITEM DESCRIPTION  INVOICE ITEM SERVICE DATE  INVOICE ITEM UNIT OF MEASURE CODE **EA** \* INVOICE ITEM UNIT PRICE

TAXAMOUNT 0.00

**UC** **416604** **4510** 190.00

INVOICE ITEM CODE  \* INVOICE ITEM QUANTITY  \* INVOICE ITEM DESCRIPTION **UN-RETURNED I** INVOICE ITEM SERVICE DATE  INVOICE ITEM UNIT OF MEASURE CODE **EA** \* INVOICE ITEM UNIT PRICE **95.00** TAX

TAXAMOUNT 0.00

**TOTAL: 190.00**

Enter purpose of billing here

**NOTE:** This field appears small but can accommodate up to 400 characters

When line is complete, click '+'

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.

NOTES AND ATTACHMENTS (0)

\* Note Text :  
Textbooks were not returned. The customer is being charged for replacement costs. See attached receipts.

Attachment :  
Choose File No file chosen  
Remove Attachment

ADD

AD HOC RECIPIENTS

PERSON REQUESTS

\* PERSON

\* ACTION REQUESTED  
APPROVE

ACTIONS  
ADD

AD HOC GROUP REQUESTS

\* NAMESPACE CODE  
KFS-AR

\* NAME  
Core-CT

\* ACTION REQUESTED  
FYI

ACTIONS  
ADD

ROUTE LOG

Submit Save Close Cancel

Be sure to Ad Hoc KFS-AR which notifies AR to set up a State Transfer Invoice in the Core-CT system

- 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).

Customer Invoice

Doc Nbr: 10332329  
Initiator: amp03015  
Invoice Total Amount: 190.00

Status: ENROUTE  
Created: 08:21 PM 09/23/2020  
Open Amount: 190.00

Document was successfully submitted.

EXPAND ALL COLLAPSE ALL

DOCUMENT OVERVIEW

ORGANIZATION

RECURRENCE DETAILS

GENERAL

BILLING/SHIPPING

ACCOUNTING LINES Import Templates

GENERAL LEDGER PENDING ENTRIES

NOTES AND ATTACHMENTS (1)

AD HOC RECIPIENTS

ROUTE LOG

Send AdHoc Requests Reload Close Copy

Once 'Submit' is clicked, you receive a message at the top left of eDoc 'Document was successfully submitted'

eDoc shows status of 'ENROUTE'

Click 'Reload'

The screenshot shows a 'Customer Invoice' interface. At the top right, it displays 'Doc Nbr: 10332329', 'Initiator: amp03015', 'Invoice Total Amount: 190.00', 'Status: FINAL', 'Created: 08:21 PM 09/23/2020', and 'Open Amount: 190.00'. Below this are 'EXPAND ALL' and 'COLLAPSE ALL' buttons. The main content area is a list of sections: DOCUMENT OVERVIEW, ORGANIZATION, RECURRENCE DETAILS, GENERAL, BILLING/SHIPPING, ACCOUNTING LINES (with an 'Import Templates' link), GENERAL LEDGER PENDING ENTRIES, NOTES AND ATTACHMENTS (1), AD HOC RECIPIENTS, and ROUTE LOG. Each section has a dropdown arrow on the right. At the bottom, there are buttons for 'Print', 'Error Correction', 'Send AdHoc Requests', 'Close', and 'Copy'. Two callout boxes with red arrows provide instructions: one points to the 'Status: FINAL' text, stating 'Status updates to 'FINAL'', and another points to the 'Print' button, stating 'Once reloaded the 'Print' button appears, at which time you can print the invoice/save pdf'.

14. The following page provides an example of what the KFS invoice looks like when complete.

SAMPLE  
KFS Invoice to Another State Agency

**UConn** | UNIVERSITY OF CONNECTICUT  
STORRS MANSFIELD, CT 06269  
FED ID #080772180

Invoice eDoc #

INVOICE: 10331600

Attention Line Text

Page 1 of 1  
Date 08/21/2020

CUSTOMER NUMBER: CEN11718  
ATTN: JOHN SMITH

BILLED BY (DO NOT REMIT TO):

Bursar  
PHONE: (860) 486-5995  
FAX: (860) 486-2595  
PREPARED BY: Angela Piela

PO#

PO/AGREEMENT NO: 96587

PO/AGREEMENT DATE: 03/24/2020

SHIP TO: CCSU (CSU002)  
ELIHU BURRITT LIBRARY (ILL)  
1615 STANLEY ST  
NEW BRITAIN, CT 06050

REQUIREMENT  
Billing Period

UNIT	DESCRIPTION	ITEM CODE	UNIT PRICE	TAX AMOUNT	AMOUNT
EA	NON-RETURNED BLC/NRE 187211, WAITING TIL THE MIDNIGHT HOUR		95.00	0.00	95.00
	Billing Period: 4th QTR FY2020				
1.00 EA	UN-RETURNED ILL/NRE 137050/137051"QUOT;CULTURAL DIVERSITY AND		95.00	0.00	95.00

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

NET 30 DAYS

PRETAX TOTAL:	190.00
TAX AMOUNT:	0.00
PAY THIS AMOUNT:	190.00

Detach & Return Lower Portion with Payment

PLEASE MAKE CHECKS PAYABLE University of Connecticut

INVOICE DATE: 08/21/2020  
INVOICE: 10331600  
CUSTOMER NBR: CEN11718  
UC4186040

DUE DATE:	09/20/2020
AMOUNT DUE:	190.00

ATTN: JOHN SMITH  
CCSU (CSU002)  
ELIHU BURRITT LIBRARY (ILL)  
1615 STANLEY ST  
NEW BRITAIN, CT 06050

REMIT TO: UNIVERSITY OF CONNECTICUT  
WILBUR CROSS BUILDING  
233 GLENBROOK ROAD, UNIT 4231  
STORRS, CT 06269

Ad Hoc/Pending Action Requests & Route Log

ROUTE LOG

Route Log

If Ad Hoc is completed properly, Route Log appears as shown here:

ID: 10331600 hide

<b>Title</b>	Customer Invoice - New Core-CT Inv For CCSU - CEN11718		
<b>Type</b>	Customer Invoice	<b>Created</b>	12:39 PM 08/21/2020
<b>Initiator</b>	Piela, Angela M.	<b>Last Modified</b>	02:37 PM 08/21/2020
<b>Route Status</b>	FINAL	<b>Last Approved</b>	02:37 PM 08/21/2020
<b>Node(s)</b>	Join	<b>Finalized</b>	02:37 PM 08/21/2020

**Actions Taken** hide

Action	Taken By	For Delegator	Time/Date	Annotation
COMPLETED	Piela, Angela M.		02:37 PM 08/21/2020	

**Pending Action Requests** hide

Action	Requested Of	Time/Date	Annotation
<a href="#">show</a> IN ACTION LIST FYI	CORE-CT Receivables	02:37 PM 08/21/2020	Ad Hoc Routed by amp03015

**Future Action Requests** show

**Log Action Message** hide

Action Message  log

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:

Send From accountsreceivable@uconn.edu

To AP@CCSU.EDU;

Cc Bursar - Accounts Receivable;

Bcc

Subject ST56000

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 UOCM1, we deposit into Fund 12017. Thank you.

Name  
 UCONN Department Name  
 UCONN Department Phone



SAMPLE  
Core-CT State Transfer Invoice (STI)



**INVOICE**

**Invoice No:** ST67750

**Invoice Date:** 7/25/19

**Page:** 1 of 1

**Bill To:**  
 CSU - Eastern  
 ECSU Accounts Payable Unit  
 83 Windham Street  
 Willimantic CT 06226  
 United States

**Customer Number:** CSU003  
**Payment Terms:** Immediate  
**Due Date:** 7/25/19  
**PO Ref :**

**Please Remit To:**  
 State of Connecticut  
 University of Connecticut  
 233 Glenbrook Road Unit 4073  
 Attn: Accounts Receivable Office  
 Storrs CT 06269-4073  
 United States

**AMOUNT DUE:** 547.00 USD

---

**Amount Remitted**

For billing questions, please call (860) 486-5995

Line	Identifier	Description	Quantity	UOM	Unit Amt	Original Net Amount
1		KFS eDoc #: 9216838	1.00	EA	547.00	547.00
<div style="background-color: black; width: 200px; height: 15px; margin-bottom: 5px;"></div> Billing Period: 4/17/19 - 4/22/19 <div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> Subtotal:						547.00
<b>Amount Due:</b>						547.00

This is a State Transfer Invoice. Please select the UOCM1 Vendor ID and enter the exact Invoice No. printed on this invoice in the Invoice No. field when creating the Voucher in Accounts Payable for this Invoice.

If you have any questions regarding billing another state agency, please do not hesitate to contact our office at [accountsreceivable@uconn.edu](mailto:accountsreceivable@uconn.edu).



## Appendix D

### *Cash and Accounts Receivable eDocs Quick Reference Guide*

KFS eDoc Name	Abbreviated eDoc Name	Purpose of eDoc	Who Can Use?	Notes
<b>Cash Receipt</b>	<b>CR</b>	To record cash and checks received by departments for subsequent deposit into bank accounts by Bursar's Office.	Cash Receipt Initiator	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.
<b>Credit Card Receipt</b>	<b>CCR</b>	To record the receipt of income via credit card payment.	All departments	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.
<b>Advance Deposit</b>	<b>AD</b>	To record deposits forwarded directly to the bank.	All departments	To be used for receipt of wires or ACH payments, as well as RDS check batches.
<b>Cash Control</b>	<b>CTRL</b>	To record payments received for relief of an accounts receivable balance. This document assigns the payment to a particular customer.	Billing Orgs / Processing Orgs	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.
<b>Payment Application</b>	<b>APP</b>	To apply funds received in a CTRL eDoc to a particular invoice for an identified customer.	Billing Orgs / Processing Orgs	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.
<b>Customer</b>	<b>CUS</b>	To create a new customer to be invoiced or to edit an existing customer.	Billing Orgs	Each customer may have up to two Alias IDs for cross referencing between different billing orgs.
<b>Customer Invoice</b>	<b>INV</b>	To create an invoice for a specific customer.	Billing Orgs	Invoices should be created for any goods and/or services provided to non-student customers.
<b>Customer Credit Memo</b>	<b>CRM</b>	To credit a customer invoice for a specific quantity or dollar amount.	Billing Orgs	Credit memos are used to cancel an invoice (or portion thereof) based on either a reduction in the unit quantity or dollar amount.

Revised 9.24.2020

## 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](mailto:accountsreceivable@uconn.edu) for a copy.
- Send the completed log to [accountsreceivable@uconn.edu](mailto: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](mailto:accountsreceivable@uconn.edu) for a copy.
- Send the completed log to [accountsreceivable@uconn.edu](mailto: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