



Billing and Accounts Receivable for Non-student, Non-sponsored, External Customers

TABLE OF CONTENTS

- Overview4**
- Setting up the PeopleSoft Billing & Accounts Receivable Modules4**
 - Billing Business Units & Bill Types 4
 - Customers..... 4
 - Checking For Customer and Contact IDs in PeopleSoft 5
 - Requesting or Updating Customer and Contact IDs 8
 - Creating a Customer Database for Your Department 8
 - Customers Who Wish to Pay Electronically 9
 - Department Billing & Accounts Receivable Users..... 9
- Sequence of Events in the Billing and AR Process.....9**
- BI – Creating, Validating & Posting Invoices 10**
 - Entering an Invoice and Marking to be Posted 10
 - Validating Unprocessed Invoices 22
 - UVM Invoicing Report 24
 - Invalid Lines Report 26
 - Invoices with Missing Accounting Distribution Lines 28
- BI - Printing Invoices 28**
 - Pro Forma for Preliminary Invoices..... 28
 - Reprinting Processed Invoices..... 33
- AR – Customer Payments 40**
- AR – Finding Customer-Related Invoices, Payments, and Other Items 41**
 - Breakdown Balances Inquiry 41
 - Customer Activity Inquiry..... 43
 - Unpaid Items Query 44



Receivables Aging by Chartfield Report	46
Customer Statement Report	50
Running the Report	50
Customer Statement Activity Report	54
Running the Report	55
Analyzing the Report	59
Running Detail to Excel.....	60
Non-Sponsored Accounts Receivable Activity Query	62
External Billing Revenue Reversal Query	62
BI - Adjusting Posted Invoices.....	62
Adjusting Entire Bill (CredBill and CredBill/Rebill)	62
Credit Entire Bill (CredBill).....	62
Credit & Rebill (CredBill/Rebill)	66
Issuing a Partial Credit.....	68
Billing and Accounts Receivable Accounting Transactions	68
Find Invoices Associated with a BI Journal.....	69
Find BI Journal Associated with an Invoice	70
Frequently Asked Questions.....	71
I enter a lot of invoices for my department. Is there a way to upload invoices from Excel?	71
I have a payment schedule with a single customer where the amounts and information don't change. Is there a way to set this up in PeopleSoft to avoid manual entry?	71
My department has a system to manage customer activity related to our contracts, MOUs, and/or agreements. The system can produce a text file with details on what is billable. Can I use that to load into PeopleSoft's Billing module?	71
Am I able to attach additional information to an invoice for future reference?	72
When I try to save my unprocessed invoices, I receive an error message that changes cannot be saved to a bill after Proforma was initiated. What do I do?	73
Am I able to charge my customer's tax in the Billing module?.....	73
How do I know when my customer pays their invoice? If it is received by the lockbox or by Treasury Services, will I be notified of payment?	73
Appendix A: Processing Billing and Accounts Receivable by Journal Entry	74
Steps for Processing Billing by Journal Entry	74



Payments Received for Receivables Booked via Journal Entry 75

Past Due, Delinquent, and Uncollectible Invoices 75

Resources/Help..... 75

 Policies/UOPs/Reference documents 75

 Training..... 76

 Relevant UVM Departments 76

 Suggestions? Updates? 76



Overview

Accounts Receivable (AR) are any amount owed to the University by an individual, organization, or agency whose funds are not controlled by the University. These amounts are generated from such activities as sales, reimbursement of expense, or payment for services rendered, including rental income. Matching recognition, recording, and reporting of such transactions to when they are incurred is required under the U.S. Generally Accepted Accounting Principles set forth for public colleges and universities by the Governmental Accounting Standards Board.

University departments are required to record AR activity in the University's accounting system in accordance with the [Accounts Receivable and Billing – Non-student, Non-sponsored External Customers University Operating Procedure \(PDF\)](#). There are two acceptable ways to do this: (1) by preparing invoices through the PeopleSoft Billing (BI) module and monitoring customer activity through the AR module or (2) preparing General Ledger journals (journal entry) directly.

This User Guide details the steps to record and monitor Billing and AR in the PeopleSoft BI and AR modules. Please see [Appendix A](#) for information about processing billing and AR via Journal Entry.

Setting up the PeopleSoft Billing & Accounts Receivable Modules

In order to process Billing and Accounts Receivable in the associated PeopleSoft modules, departments must have several components in place prior to entering an invoice.

Billing Business Units & Bill Types

A **Billing Business Unit** is an identifier for each unit that creates invoices in the PeopleSoft BI module. It provides a way of distinguishing entities that may have unique operating rules (such as payment terms). A **Bill Type** is the invoice prefix and associated contact information unique to each billing activity. Each Billing Business Unit has at least one Bill Type but additional ones may be set up to track individual activities.

Departments seeking to use the BI and AR modules should complete the New Business Unit and/or Bill Type Request Form to request that a Billing Business Unit and Bill Type be created (or updated if the unit has used the BI module in the past).

Customers

Another key component of PeopleSoft BI and AR set-up is the **Customer**. A Customer is a person or business that receives goods or services from the University. In PeopleSoft, such organizations or agencies are set up with a unique identification number that is used in invoice creation. The Customer ID number is used to run reports for historical activity and to track unpaid receivables.



The Customer ID is designated as one of two types: non-sponsored or sponsored. Customers designated as a sponsored type must **NOT** be used for billing non-sponsored activity. A non-sponsored customer must be set up by Financial Reporting & Accounting Services (FRAS) even if there is an existing sponsored customer in the system with the same address. The non-sponsored customer name may need to be modified during set-up to make it "unique" from an existing sponsored customer.

The Customer ID may be used by any Billing Business Unit and can be associated with multiple addresses, allowing for billing a large organization based on the individual department with whom the department has the billing arrangement. Each Customer has a **Primary Address Location** that serves as a default when the ID number is entered. Other **Address Locations** need to be manually selected at invoice creation or identified in a billing interface file (if the department uses that functionality). Each Address Location is assigned with a number, sequential based on when it is entered by FRAS.

Customer IDs also may have **Contacts** associated with them. Some customers have a Primary/default Contact person. Other Customers may have multiple Contacts for one or more Address Locations. When a new Contact is added by FRAS, it is assigned a new **Contact ID Number** and **Contact Sequence Number**, which are identifiers used in the invoice creation pages. Contact ID and Sequence Numbers are not recycled; rather, unneeded Numbers are made inactive to keep a history in PeopleSoft. If there is an unprocessed invoice with an old Contact ID or Contact Sequence Number, the new Number will need to be manually selected before the invoice run.

Checking For Customer and Contact IDs in PeopleSoft

To check if a non-sponsored customer exists and what contacts are associated with them, run the following queries in PeopleSoft Finance:

1. UV_BI_CUST_LOOKUP_BY_CUSTTYPE
2. UV_CUSTOMER_CONTACTS

The queries include the Contact's title/email and customer phone/fax numbers, which are not required information and do not show up on an invoice, but are helpful for collections efforts.

Running the UV_BI_CUST_LOOKUP_BY_CUSTTYPE Query

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.

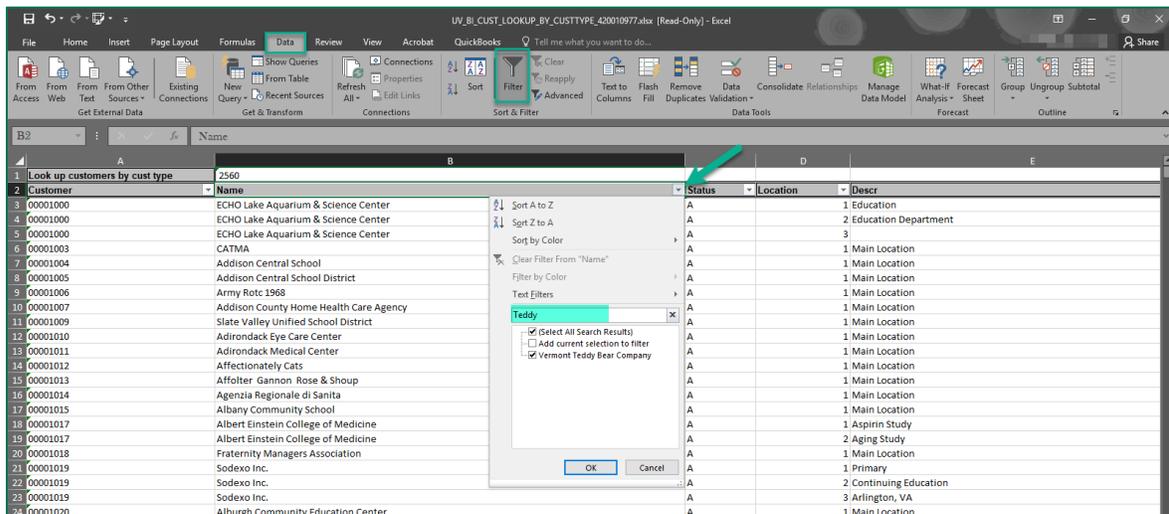




3. Click the **Arrow**  icon to expand the **Queries** menu and the **AR & Billing Queries** menu to view frequently used AR & Billing related queries. Then select **UV_BI_CUST_LOOKUP_BY_CUSTTYPE**.
4. Select “Non Sponsored Customers” from the dropdown menu
5. Use the wildcard “%” for the “Customer Name like” selection criteria
6. Click **View Results**



7. Download the results to Excel by clicking the **Excel Spreadsheet** link. Use the filter and sort tools to look for the Customer data you need.
8. Some customer names include abbreviated words or start with “The.” Therefore, unless the exact name used in PeopleSoft for the Customer is known, search on the most unique word in the Customer’s name. (For example, to find VT Teddy Bear Company, Vermont Teddy Bear Company, The VT Teddy Bear Company, or The Vermont Teddy Bear Company, search for “teddy.”)



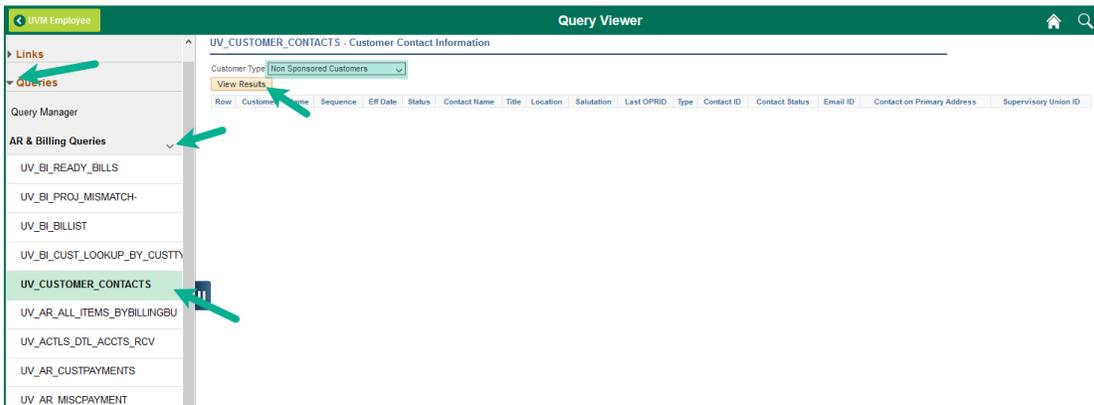


Running the UV_CUSTOMER_CONTACTS Query

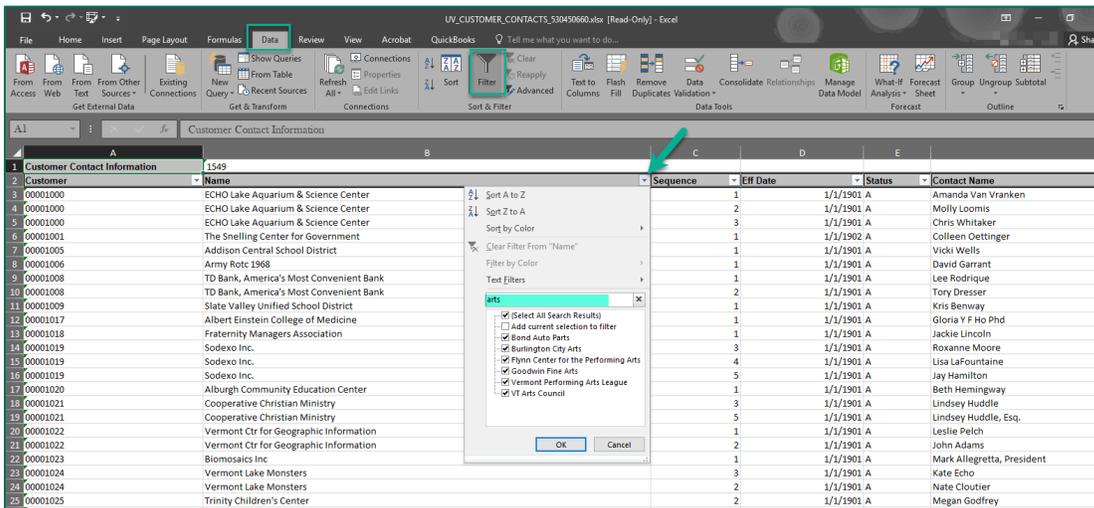
1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Queries** menu and the **AR & Billing Queries** menu to view frequently used AR & Billing related queries. Then select **UV_CUSTOMER_CONTACTS**.
4. Open the query criteria by selecting the **Excel** hyperlink in the “Run to Excel” column.
5. Select “Non Sponsored Customers” from the dropdown menu.
6. Click **View Results**



7. Download the results to Excel by clicking the **Excel Spreadsheet** link. Use the filter and sort tools to look for the Customer and Contact data needed.
8. Filter by either Customer ID Number (column A) or Contact Name (column B).





9. If there is more than one result returned, select the Sequence, Location, and Contact ID of the one that matches your Customer's contact.

Requesting or Updating Customer and Contact IDs

To request a new Customer ID, modify an existing one, or request multiple IDs and updates, complete the Request Forms.

- Please allow 2-3 days for processing.
- If a non-sponsored Customer exists, the ID number should be provided with the request to update address or contact information.
- If Financial Reporting & Accounting Services receives an address correction from the customer, every effort is made to share the information with the UVM departments that may need to know. This information will always be available in the queries previously mentioned.
- New Customer information should be submitted to FRAS upon receipt but no later than the close of the fiscal period in which your billing activity took place. See the [Accounting Dates & Deadlines](#).

Creating a Customer Database for Your Department

Some departments find it easier to manage their portfolio of billing customers by creating an Excel database rather than searching for their customers within the Billing module, or running customer/contact queries. While this is not a required practice, it may be useful since Customers are shared among all Billing Business Units. To aid in this endeavor, FRAS provides a Multiple Customer ID and Contacts Request Form to standardize the Department Customer Database fields and information.

To create a database using this format, enter the customer's information in the "New Data" tab following the gray column headers. The phone, fax, contact person, and email address are useful for collections efforts, but are not mandatory for set-up in PeopleSoft. (Note: If you wish to add additional columns for your own purposes, please do so after the "Notes" column.)

FRAS will enter the information into PeopleSoft and fill in the fields under the white column headers. A customer may have multiple Address Locations and Contacts. FRAS populates these fields in the database to ensure that the department has the appropriate information assigned by PeopleSoft for their billing. (Location Sequence Numbers & Contact Sequence Numbers are especially important for departments running PeopleSoft's Billing Interface Process, if your department uses that functionality). FRAS will return the form with the new information, saving the data to the password protected Master List tab.

To request updates to an existing database already created, use the following guidelines and submit the Excel file to FRAS for processing:

- When an address for an existing customer needs to be changed, type the new address information over the existing address, in the "New Data" tab, and reformat the fields to be updated (i.e. change the font to bold, or change the color of the font/or cells to red);



- If an additional address location is required, insert a row under the existing customer locations (leave the location field blank, to allow the system to assign) and enter the new address information and format the cells or font accordingly;
- If a new customer is needed, insert a new row within the alphabetical listing, and leave the customer ID field blank. Format the new customer information in bold or change the font/cell to red.
- If a contact needs to be made inactive, and a new one entered for that specific location, enter the new contact information in bold or red font over the existing. Use the Note column to request the old contact to be made inactive.

Customers Who Wish to Pay Electronically

If your customer wishes to pay by Electronic Funds Transfer (EFT), ACH, EDI, or Wire Transfer, you should work with [Treasury Services](#) to make such arrangements.

Department Billing & Accounts Receivable Users

In addition to requesting BI and AR set-up, departments also need to identify users who will be responsible for this body of work. It is recommended that each department have a primary user, to whom all FRAS requests, inquiries, or questions will be directed, and at least one back-up. Your department can also request “read-only” access for users who would like to run reports on billing and accounts receivable activity, such as managers, but who do not need to process the transactions.

Any person designated as a BI and AR user will need to have the appropriate BI and AR module security access. To request this, their supervisor (per PeopleSoft HR) should [submit a request](#).

Each user should receive training and can request access to a test environment to practice in the various BI and AR screens. High-level training on the overall BI and AR processes is offered twice a year through Professional Development & Training. Open labs are also offered to give users hands-on experience in the BI and AR PeopleSoft modules including set-up, screens, queries, and reports.

In addition to training, BI and AR users should be acquainted with the resources, requirements, and deadlines for the overall processes. They should be subscribed to the [CATSKILL listserv](#) to receive important information and reminders, including fiscal month-closing notifications.

Sequence of Events in the Billing and AR Process

Assuming that the set-up components described above have been completed, the billing and AR process involves creating and posting invoices, generating AR balances that are offset by incoming payments, and monitoring of and follow-up on any remaining AR balances, as shown in the diagram below:



* Step covered in-depth in this user guide.

Department billers have roles and responsibilities for the entire process, but the **invoice creation** and **customer account monitoring steps** are the most intensive in terms of PeopleSoft processing, and are covered in-depth below. For a full list of roles and responsibilities, see the [Non-Sponsored AR/Billing University Operating Procedure](#).

Important: Unless specifically addressed in the steps described below, department billers should not interact with any other fields, buttons, or processes within PeopleSoft BI or AR. If the following steps do not work as intended, please contact FRAS for assistance before trying something else.

Note: All screenshots were taken from a test environment; please ignore the “FSSUP” bar. Please also ignore any options, dropdowns, or links visible in the screenshots that do not appear for you in PeopleSoft.

BI – Creating, Validating & Posting Invoices

Entering an Invoice and Marking to be Posted

The following section describes how to add a new invoice from scratch, or pull up your unprocessed invoices for editing.

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Standard Billing**.



- To add a new invoice, click the **Add a New Value** tab. To search for an existing unprocessed invoice, click the **Find an Existing Value** tab and enter your Billing Business Unit.

Bill Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | **Add a New Value**

Search Criteria

Business Unit = BI001

Invoice begins with

Bill Status =

Customer begins with

Contract begins with

Bills in Business Unit =

Template Invoice Flag =

Case Sensitive

Search **Clear** Basic Search Save Search Criteria

- When entering a new invoice, you will need to populate your department's **Billing Business Unit** or select it by using the **Look Up** button to look up Business Unit.

Look Up Business Unit

Business Unit begins with

Search **Clear** **Cancel** Basic Lookup

Search Results

View 100 1-46 of 46

Business Unit	Description
BI001	University Financials Services
BI002	Instrumentation & Technical Sv
BI003	College of Agri & Life Sciences
BI004	Arts & Sciences - Deans Office
BI005	ELEANOR M. LUSE CENTER
BI006	Lamar College of Medicine
BI007	Medical Biostatistics
BI008	University Bookstore
BI009	University Communications
BI010	Continuing Education
BI011	Transportation and Parking

- Enter the **Bill Type Identifier** for the activity for which you are generating an invoice, or select it using the **Look Up** button (the Billing Business Unit field must first be populated, as the Look Up function will only retrieve bill types pertinent to the Billing Business Unit).



Bill Entry

Find an Existing Value | Add a New Value

Business Unit: BI001

Invoice: NEXT

Bill Type Identifier:

Bill Source:

Customer:

Invoice Date:

Accounting Date:

Find an Existing Value | Add a New Value

Look Up Bill Type Identifier

SetID: BI001

Bill Type Identifier: begins with

[Basic Lookup](#)

Search Results

View 100 | 1-1 of 1

Bill Type Identifier	Description
UFS	University Financial Services

7. Leave the **Bill Source** blank.
8. Enter the **Customer** ID number or select it by using the **Look Up** button to look up **Customer**.

Bill Entry

Find an Existing Value | Add a New Value

Business Unit: BI001

Invoice: NEXT

Bill Type Identifier: UFS

Bill Source:

Customer:

Invoice Date:

Accounting Date:

Find an Existing Value | Add a New Value

Look Up Customer

SetID: SHARE

Customer ID: begins with

City: begins with

Name 1: begins with

Customer Type: =

Search Results

Only the first 300 results can be displayed.

View 100 | 1-300 of 300

Customer ID	City	Name 1	Customer Type
00000001	Boston	US Environmental Protection Agency/EPA	SP
00000001	Durham	US Environmental Protection Agency/EPA	SP
00000001	Las Vegas	US Environmental Protection Agency/EPA	SP
00000002	PARIS	LeDucq Foundation	SP
00000003	Montréal	JW McConnell Family Foundation	SP
00000004	King of Prussia	Centleon	SP
00000005	Montpelier	Vermont Agency of Human Services (AHS)	SP
00000005	Waterbury	Vermont Agency of Human Services (AHS)	SP
00000006	Addison	Vermont Dept of Fish & Wildlife (ANR)	SP
00000006	Barre	Vermont Dept of Fish & Wildlife (ANR)	SP

9. Leave **Invoice Date** and **Accounting Date** blank. The system will populate these dates when the entry posts.



10. Click **Add**.

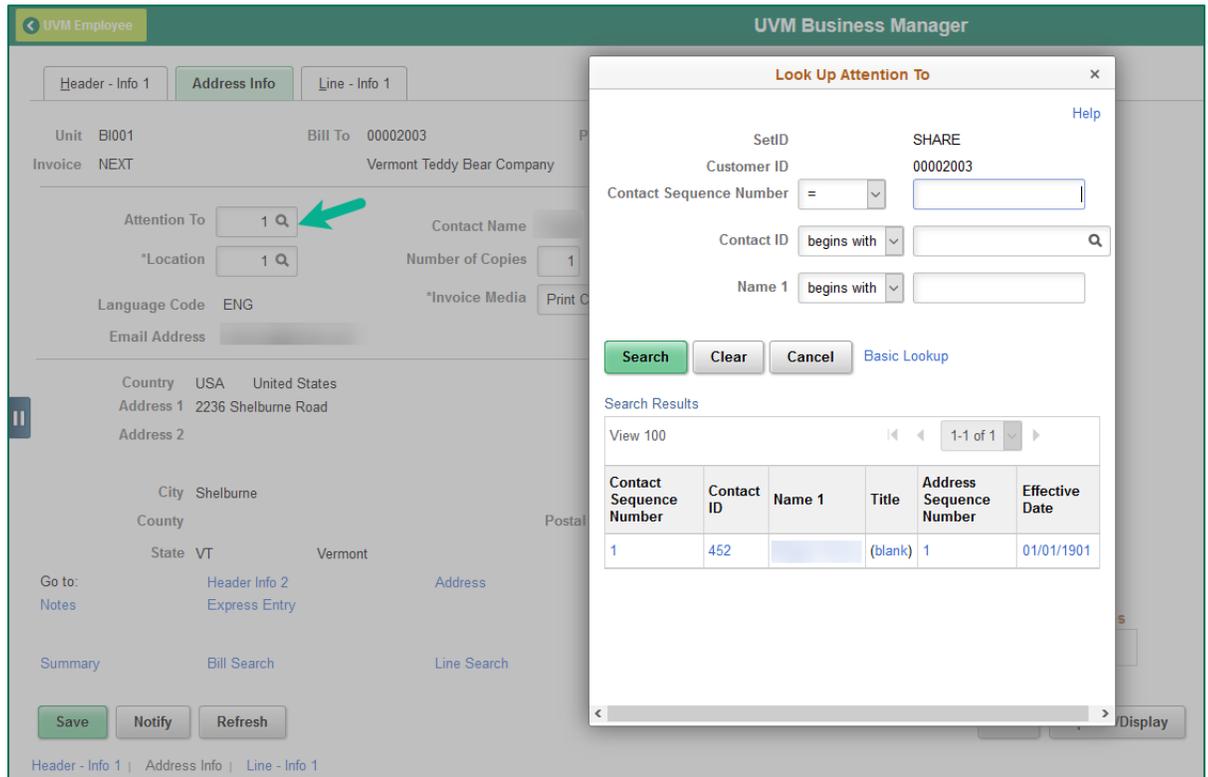
11. Scan the **Header-Info 1** tab and adjust as necessary:

- a. Each Bill Type has an associated **Bill Inquiry Phone** number, but the field can be manually adjusted if necessary.
- b. Confirm the **Customer** information is correct.
- c. Assign an invoice period in the **From Date** and **To Date** fields, if needed;
- d. Leave all other fields as they default in.
- e. Use the **Navigation** dropdown to select “Address Info” to review and/or change an address Location or Contact Person. The Address Info Tab will appear by clicking on the selection.

12. The **Address Info** tab reflects the Primary Default Address **Location** and **Contact** associated with the Customer:



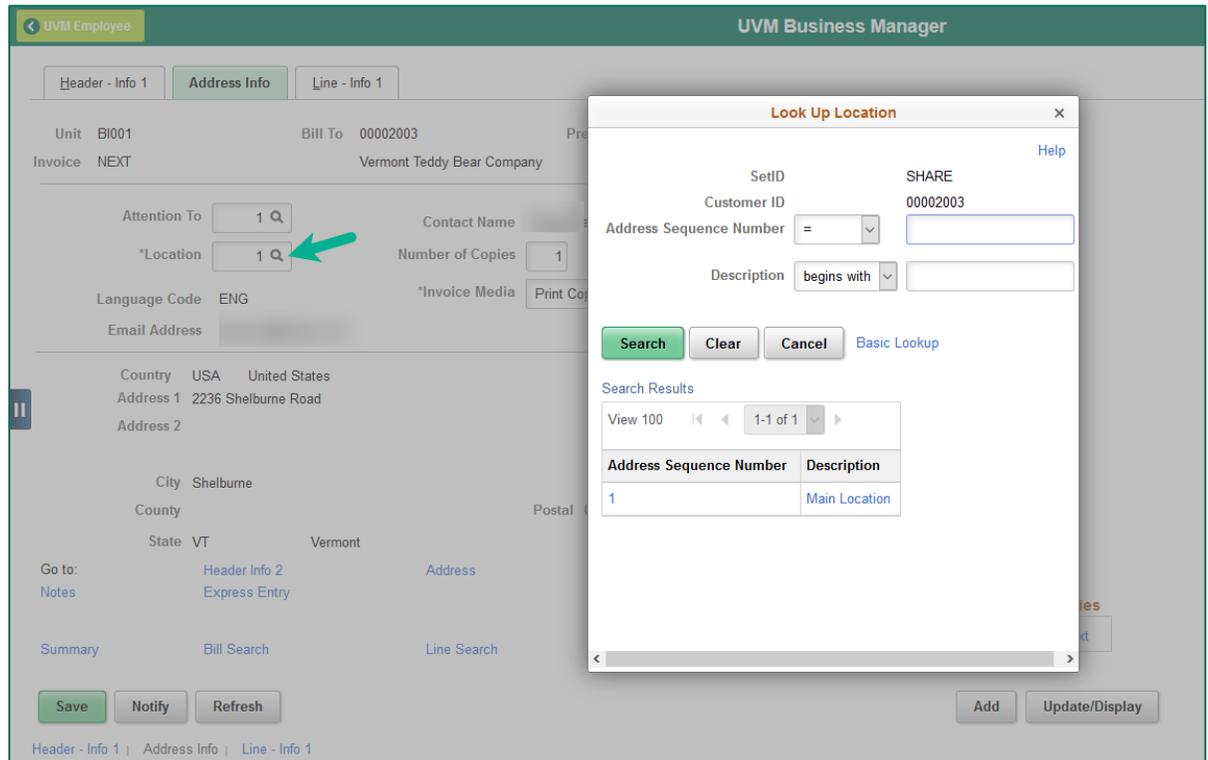
- a. A different Contact name can be manually entered if the **Attention To** field is blank.
- b. To populate or change the Contact, click the **Look Up**  button next to the **Attention To** field.



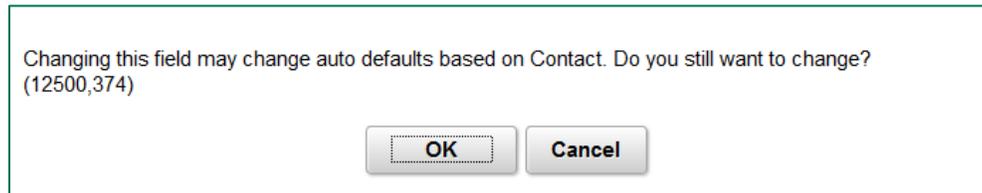
The screenshot displays the 'UVM Business Manager' interface. The main window shows the 'Address Info' tab for an invoice. The 'Attention To' field is highlighted with a green arrow and a magnifying glass icon. A 'Look Up Attention To' dialog box is open, showing search criteria: SetID (SHARE), Customer ID (00002003), and Contact Sequence Number. The search results table is as follows:

Contact Sequence Number	Contact ID	Name 1	Title	Address Sequence Number	Effective Date
1	452	(blank)	(blank)	1	01/01/1901

- c. Make the selection for your invoice. If you do not find the contact you need, you can ask FRAS to add it.
- d. To populate or change the Location, click the **Look Up**  button next to **Location**. If you do not find the address you need, you can ask FRAS to add it.



If your selection conflicts with the address location, you might get a message indicating that the address defaults will be updated in the invoice. Click **OK** and confirm the address still is where you intend to send your invoice:



- e. Save your changes and return to the **Header-Info 1** tab either by using the **Navigation** dropdown or clicking on the tab.
13. If you have entered a new invoice click **Save**, an Invoice ID number has been assigned on the top of the **Header-Info 1** tab.
 14. Use the Navigation dropdown to select the **Header - Note** tab to enter a message for the Customer, if needed. The Header-Note tab will appear by clicking on the selection.
 - a. Enter your message in the **Note Text** field and click **Save** (the Note Type will populate with "CUSTNOTE").
 - i. A Standard Note (Note Type = STD), for a frequently used description, can be set up by FRAS as needed.



15. Use the Navigation dropdown to select **Line – Info 1**.
 - a. Enter a Bill Line description in the **Description** field.
 - b. Enter the line amount in the **Gross Extended** field.
 - c. Use the **Quantity/Unit of Measure/Unit Price** fields for frequently billing items at a set amount. If these fields are not populated, they will populate after saving at a Quantity of 1 and a Unit Price equal to the Gross Extended amount.
 - d. **Charge Codes**, for frequently billed services, can be set up by FRAS as needed. Once set up, they would be available in the **Table/Identifier** fields for look-up.
 - e. The **From** and **To** dates on the bill lines will prepopulate with dates entered on the “Header – Info 1” tab. You can update the line dates accordingly.
 - f. Click the **Add**  button to add additional Bill Lines, as needed.
 - g. Use the Navigation dropdown or click the tab at top to select **Line - Note** to enter a Bill Line Note(s), if needed. Line Notes will work similarly to the Header Notes but are specific to each individual bill line.



h. Click **Save**, once added, to return to the Line-Info 1 tab.

The image below shows how Header Notes and Line Notes appear on the invoice when it is generated:

The University of Vermont
University Financial Services
333 Waterman Bldg
85 So Prospect St
Burlington, VT 05405-0160

Customer: [Redacted] **Due:** Due Upon Receipt
Attn: [Redacted] **Invoice:** [Redacted]
For billing questions, please call 802-656-1477. **Invoice Date:** 09/25/2020

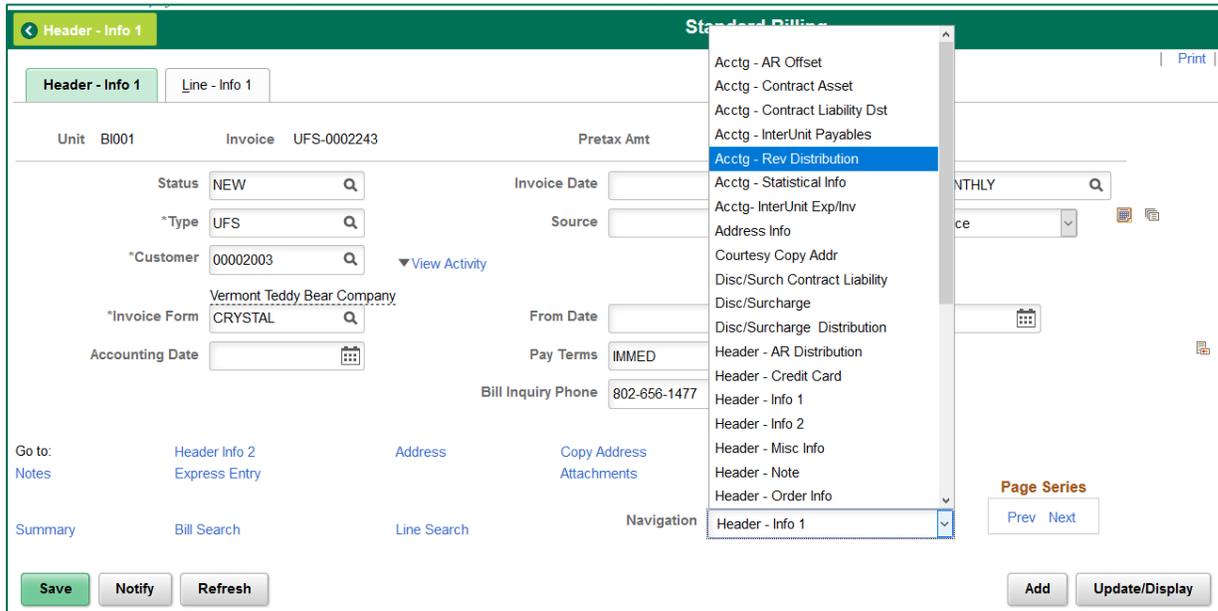
Line	Description	Qty	UOM	Unit Amount	Net Amount
1	Services Rendered	1.00	EA	100.00	100.00
	This is a line note				

Amount Due: 100.00

Note to customer Header Note



16. Use the Navigation dropdown menu to select **Acctg-Rev Distribution**.

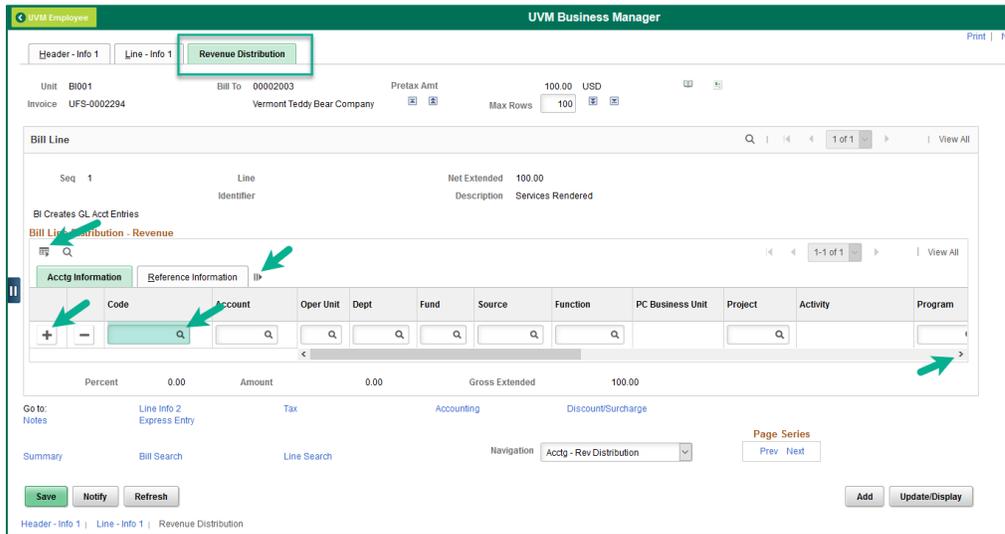


17. The **Revenue Distribution** tab will appear. You will need to enter a chartstring for every bill line you have entered:

- a. If you have entered an invoice payable by the customer, the amount of the invoice will be processed as a *credit* to the chartstring you've listed on this page. If you are issuing a credit for the customer, the amount of the invoice will be processed as a *debit* to the chartstring you've listed on this page.
- b. Only chartstrings for revenue or expense are needed on this page. The offsetting lines to balance the accounting entry are created later when the invoices are posted. See the [Billing and AR Accounting Transactions section](#) for details.
- c. Fields on the Revenue Distribution page can be hidden or rearranged via the **Personalize** link.

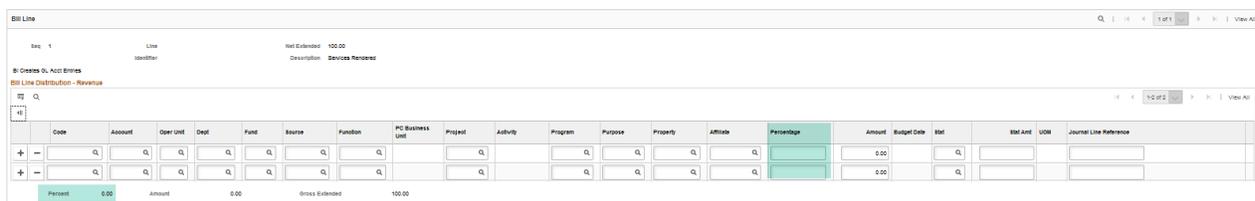
18. Manually enter a chartstring or select a **Code** via the **Look Up**  button:

- a. If you are intending to credit a project chartstring, you must either:
 - i. Use a Code at this page, or
- b. Leave the project chartfield(s) blank at this page and populate them at the page detailed in **Step 20**.
- c. Distribution Codes, which work similarly to accounting tags for frequently used chartstrings, can be set-up by FRAS as needed.

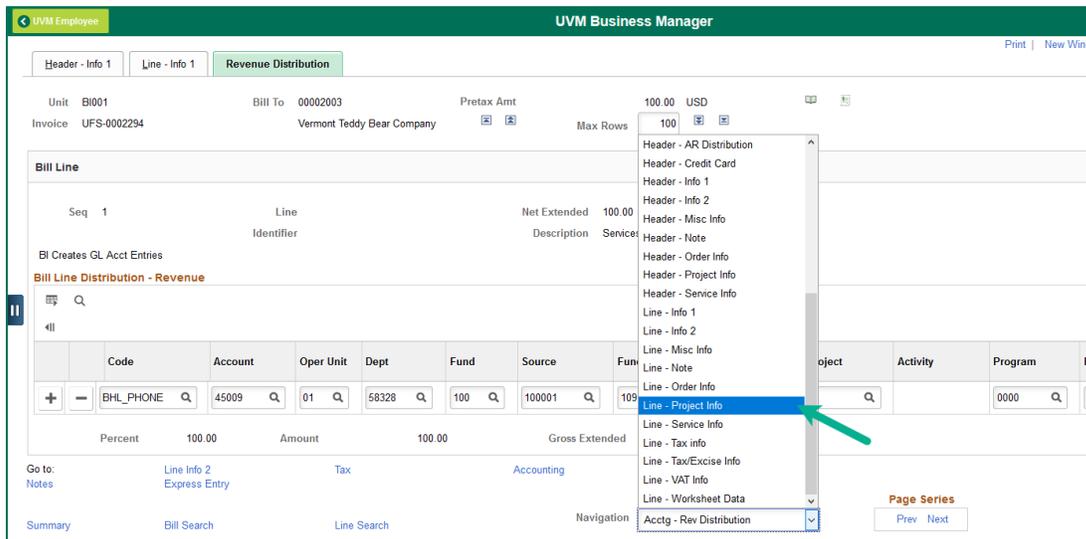


19. Click the **Add**  icon to split the Bill Line’s revenue to multiple chartstrings, if needed.
- Bill Lines must total 100%. The percentage total is displayed under the **Code** column.

The default is 100.00. Click the **Show All**  icon, or use the slider bar to view the **Percentage** field. (Fully extended line distribution):



20. For bill lines that you intend to credit a project but have not entered a Code in **Step 18**, you’ll need to enter the project information. Use the Navigation dropdown to select **Line – Project Info**.





21. The **Line-Proj Info** tab will appear. Enter the project information for **PC Bus Unit**, **Project**, and **Activity**. Enter **Analysis Type** of “BAJ.”

The screenshot displays the 'UVM Business Manager' interface. At the top, there are tabs for 'Header - Info 1', 'Line - Info 1', and 'Line - Proj Info'. The 'Line - Proj Info' tab is active. The form contains the following fields and values:

- Unit: BI001
- Bill To: 00002003
- Pretax Amt: 100.00 USD
- Invoice: UFS-0002294
- Bill To Name: Vermont Teddy Bear Company
- Max Rows: 100

The 'Bill Line' section shows:

- Seq: 1
- Line: [empty]
- Net Extended: 100.00
- Description: Services Rendered

The 'Project Chartfields' pop-up window is highlighted with a red box and contains the following information:

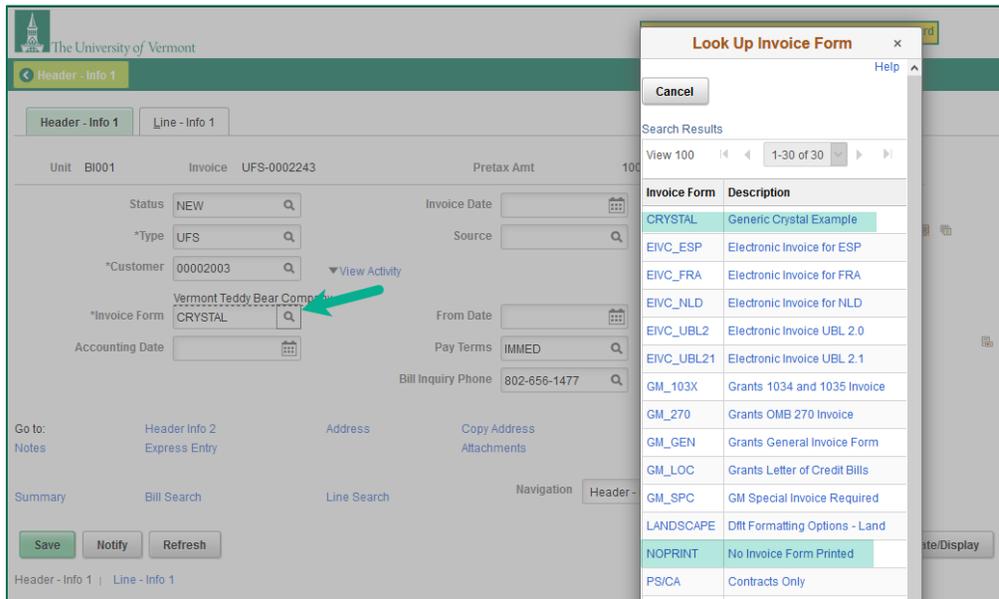
- PC Bus Unit: PC001
- Project: 020034
- Activity: BLLN
- Analysis Type: BAJ

At the bottom of the form, there are navigation buttons: 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'. There are also links for 'Go to: Notes', 'Line Info 2 Express Entry', 'Tax', 'Accounting', 'Discount/Surcharge', 'Summary', 'Bill Search', and 'Line Search'. A 'Page Series' section includes 'Prev' and 'Next' buttons.

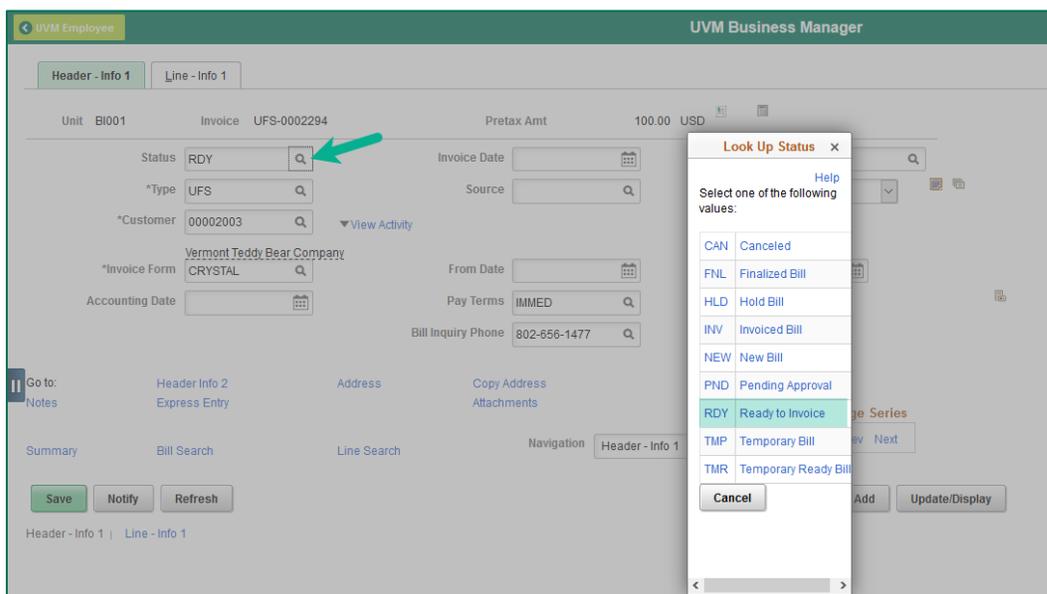
22. Click **Save** and return to the **Header-Info 1** tab.



23. If you would like the system-generated invoice to be sent to the customer, ensure that the **Invoice Form** field is set as **CRYSTAL**. If you are **not** mailing the system-generated invoice, a preliminary (Pro Forma) copy should be saved for your records, since invoices posted at NOPRINT cannot be reprinted later. See [Printing Pro Forma Preliminary Invoices](#) for more information.

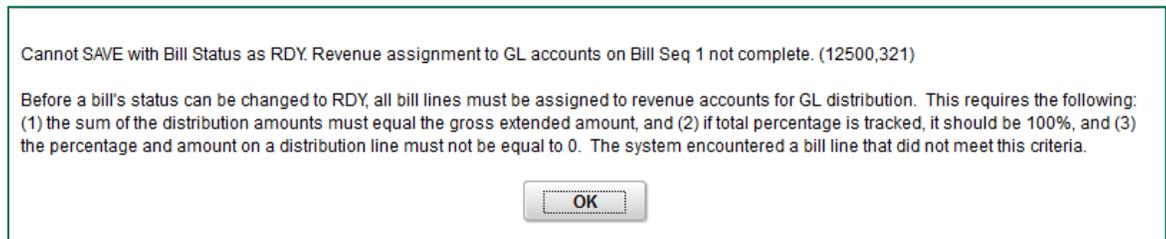


24. When you are finished and are ready for the invoice to be posted in the General Ledger and to the Customer's Account, click the **Look Up** button near the **Status** field and select **RDY** (which means "Ready to Invoice"). Marking the invoice as RDY will **not** automatically post the invoice, but it will put it in the worklist for the scheduled invoice runs processed by FRAS.





25. Click **Save**. If you have more invoices, click the **Add** button to navigate to the Add a New Value screen.
 - a. If upon saving the following message is received, it means that the bill line accounting revenue distribution does not total 100% on one or more lines. Click **OK** and return to the accounting revenue distribution page to confirm each bill line's distribution totals 100%.



26. Immediately following marking your invoice(s) as RDY, complete the [Validation](#) processes.

After invoices are validated, Financial Reporting & Accounting Services will post the invoices. Detailed information on this can be found in the [Billing and Accounts Receivable Accounting Transactions section](#).

Validating Unprocessed Invoices

The information in your invoices must be validated to be picked up in the scheduled invoice run. This is important because the system does not perform the normal “edit” process (as with journals) or budget checking until the validation processes are run. Therefore, immediately following marking your invoices to “RDY”:

1. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



2. Click the **Arrow**  icon to expand the **Queries** menu and the **AR & Billing Queries** menu to view frequently used AR & Billing related queries. Then select **UV_BI_READY_BILLS**.
3. There are no criteria to enter for this query; it will just run when you click the Query Name.



Query Viewer

UV_BI_READY_BILLS - List of RDY Bills

Download results in: Excel Spreadsheet CSV Text File XML File (21 kb)

Row	Unit	Invoice	Bill Type	Invoice Date	Acctg Date	Inv Form	Customer	Customer Type	Name	Inv Amt	Entry Type	Reason	Time Add	Last OFPRD	Last Updt
1	BI001	UFS-0002255	UFS			CRYSTAL	00003280	Non SP	UVM Medical Center- Academic Support	695475.940			08/11/2020 10:51:03AM	lsberger	10/13/2020 2:00:07PM
2	BI001	UFS-0002293	UFS			CRYSTAL	00001019	Non SP	Sodexo Inc.	10000.000			10/20/2020 2:40:20PM	rmhunt	10/20/2020 2:42:44PM
3	BI001	UFS-0002294	UFS			CRYSTAL	00002003	Non SP	Vermont Teddy Bear Company	100.000			10/21/2020 11:49:50AM	ljbarker	10/21/2020 12:00:53PM
4	BI002	ITS-0003532	ITS			CRYSTAL	00002461	Non SP	Green Mountain Antibodies	2044.650			08/28/2020 8:23:32AM	ljbaret	08/28/2020 10:41:58AM
5	BI002	ITS-0003533	ITS			CRYSTAL	00002461	Non SP	Green Mountain Antibodies	132.000			08/28/2020 8:49:37AM	ljbaret	08/28/2020 10:41:29AM
6	BI002	ITS-0003534	ITS			CRYSTAL	00001512	Non SP	Planned Parenthood-Northern New England	402.400			08/28/2020 9:19:27AM	ljbaret	08/28/2020 10:41:19AM
7	BI002	ITS-0003535	ITS			CRYSTAL	00005231	Non SP	Tuttnauer USA	690.000			08/28/2020 9:31:15AM	ljbaret	08/31/2020 12:57:53PM
8	BI002	ITS-0003536	ITS			CRYSTAL	00001764	Non SP	White River Valley Supervisory Union	122.000			08/28/2020 9:40:58AM	ljbaret	08/28/2020 10:40:30AM
9	BI002	ITS-0003537	ITS			CRYSTAL	00001764	Non SP	White River Valley Supervisory Union	122.000			08/28/2020 9:49:14AM	ljbaret	08/28/2020 10:40:43AM
10	BI002	ITS-0003538	ITS			CRYSTAL	00001764	Non SP	White River Valley Supervisory Union	122.000			08/28/2020 10:02:37AM	ljbaret	08/28/2020 10:40:43AM
11	BI002	ITS-0003539	ITS			CRYSTAL	00001764	Non SP	White River Valley Supervisory Union	122.000			08/28/2020 10:10:37AM	ljbaret	08/28/2020 10:40:26AM
12	BI002	ITS-0003540	ITS			CRYSTAL	00001764	Non SP	White River Valley Supervisory Union	122.000			08/28/2020 10:21:20AM	ljbaret	08/28/2020 10:40:19AM
13	BI002	ITS-0003541	ITS			CRYSTAL	00001764	Non SP	White River Valley Supervisory Union	122.000			08/28/2020 10:26:58AM	ljbaret	08/28/2020 10:40:10AM
14	BI002	ITS-0003542	ITS			CRYSTAL	00005231	Non SP	Tuttnauer USA	264.000			08/28/2020 11:05:33AM	ljbaret	08/28/2020 11:13:55AM
15	BI002	ITS-0003543	ITS			CRYSTAL	00001176	Non SP	Cottage Hospital	472.700			08/31/2020 10:16:25AM	ljbaret	08/31/2020 10:39:36AM
16	BI002	ITS-0003544	ITS			CRYSTAL	00001176	Non SP	Cottage Hospital	170.000			08/31/2020 1:15:22PM	ljbaret	08/31/2020 1:15:22PM
17	BI002	ITS-0003545	ITS			CRYSTAL	00003522	Non SP	Hudson Headwaters Health Network	38.000			08/31/2020 1:39:11PM	ljbaret	08/31/2020 1:39:11PM
18	BI002	ITS-0003546	ITS			CRYSTAL	00001380	Non SP	Littleton Regional Hospital	407.500			08/31/2020 2:00:47PM	ljbaret	08/31/2020 2:01:53PM
19	BI002	ITS-0003547	ITS			CRYSTAL	00001380	Non SP	Littleton Regional Hospital	241.170			09/01/2020 2:09:46PM	ljbaret	08/31/2020 2:22:59PM
20	BI002	ITS-0003548	ITS			CRYSTAL	00001380	Non SP	Littleton Regional Hospital	49.580			09/01/2020 12:55:13PM	ljbaret	09/01/2020 1:01:09PM
21	BI002	ITS-0003549	ITS			CRYSTAL	00001380	Non SP	Littleton Regional Hospital	41.750			09/01/2020 1:19:00PM	ljbaret	09/01/2020 1:19:00PM
22	BI002	ITS-0003550	ITS			CRYSTAL	00001380	Non SP	Littleton Regional Hospital	334.000			09/01/2020 1:44:59PM	ljbaret	09/01/2020 1:44:59PM
23	BI002	ITS-0003551	ITS			CRYSTAL	00001584	Non SP	Spare Memorial Hospital	2109.800			09/01/2020 2:18:26PM	ljbaret	09/02/2020 12:29:00PM

- To download the query results to Excel click the **Excel Spreadsheet** hyperlink.
- Filter on the Billing Business **Unit** column to find your Billing Business Unit.
- Confirm that the Invoice Date and Acctg Date columns are blank.
- Confirm all invoices have "Non SP" in the Customer Type column.

Unit	Invoice	Bill Type	Invoice Date	Acctg Date	Inv Form	Customer	Customer Type	Name	Inv Amt	Entry Type	Reason
23	BI006	MIC-0000161	MIC			NOPRINT	00001264	Non SP	FoodScience Corporation	378.000	
24	BI006	MIC-0000162	MIC			NOPRINT	00001644	Non SP	Tufts University	386.000	

- Run the [UVM Invoicing Report](#) for invoices with a bill status of RDY.
 - Make sure all RDY invoices are meant to be so. Having an invoice at RDY status means that it will be posted in the General Ledger and the Accounts Receivable module once FRAS runs the posting processes.
 - Make sure there aren't any invoices missing from the report. If you are expecting to see one and do not, navigate back to the Standard Billing screen to see if one is in NEW status inadvertently.
 - Make sure the chartstrings, amounts, and customers on all RDY invoices are correct.
- Run the [Invalid Lines Report](#) for invoices with a bill status of RDY. This report will return any invoices with chartstrings that are invalid or use certain account codes that require re-review.
- Correct any [bill lines missing an accounting distribution](#).
- If you identify through any of these steps that modifications are needed to your invoices, navigate back to them through the Standard Billing page and make necessary updates.
 - You'll have to change the Bill Status back to NEW before making any changes.
 - Once changes are made, change the Bill Status to RDY and re-review your invoices.



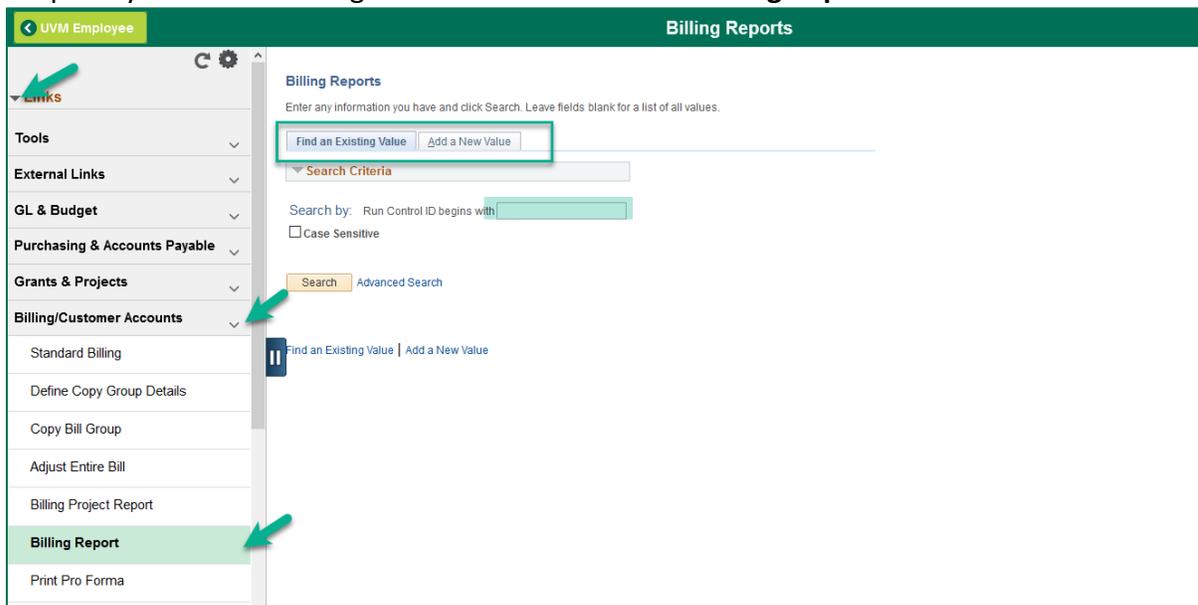
UVM Invoicing Report

The Invoicing Report retrieves summarized or detailed information for processed or unprocessed invoices. You can run this report at any time but should run it during the validation process of your new and readied invoices before the scheduled invoice run by FRAS.

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Billing Report**.



4. A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
5. On the **UVM Reports** tab, select your **Billing Business Unit** and **Bill Type** using the **Look Up** 
6. Choose a **Bill Status** for the report to pull invoices on. Monthly, you should run this for both NEW/New and RDY/Ready bill statuses to ensure the status is correct and will get picked up or excluded from the invoice run. You can also run it for INV/Invoiced bills status to get a comprehensive listing of all processed invoices. By selecting the INV bill status, you will be asked to select a date range.



7. Leave the **Billing Cycle Identifier** blank. It will populate with a wildcard (“%”) when parameters are saved.
8. Click the **“Run UVM Invoicing Report”** button to kick off the report.

When “Ready” Bill status is selected:

The screenshot shows the 'UVM Business Manager' interface. At the top, it says 'UVM Billing Reports'. Below that, 'Run Control ID BLNG_RPT' is displayed. The 'Report Request Parameters' section contains the following fields: 'Business Unit' (BI001), 'Bill Type' (UFS - University Financial Services), 'Bill Status' (Ready), and 'Billing Cycle Identifier' (%). At the bottom of the parameter section, there are two buttons: 'Run Invalid Lines Report' and 'Run UVM Invoicing Report'. A red arrow points to the 'Run UVM Invoicing Report' button. At the very bottom of the screen, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

When “Invoiced” Bill Status is selected:

The screenshot shows the 'UVM Business Manager' interface. At the top, it says 'UVM Billing Reports'. Below that, 'Run Control ID BLNG_RPT' is displayed. The 'Report Request Parameters' section contains the following fields: 'Business Unit' (BI001), 'Bill Type' (UFS - University Financial Services), 'Bill Status' (Invoiced), 'Invoice From Date' (01/01/1901), and 'Invoice Thru Date' (01/01/2099). At the bottom of the parameter section, there are two buttons: 'Run Invalid Lines Report' and 'Run UVM Invoicing Report'. A red arrow points to the 'Run UVM Invoicing Report' button. At the very bottom of the screen, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.



9. The report will run and open in a separate tab as a PDF file. A sample image is below.

UVM Invoicing Report
(All Bill Lines)

Print Date: Feb 5, 2018

Business Unit: B1001 Bill Type: UFS Bill Status: INV Date Range: 12/1/2017 - 12/31/2017 Bill Cycle:

UFS University Financial Services

Ln	Item	Account	OU-DeptID-Fund-Source-Fctn	Project	Prgm-Ppse-Ppty	Amount
UFS-0001759						
1	Salary & Fringe-NOV	42101-Non-Sponsored Contract Revenue	15-55700-100-100001-109		0428-0000-0000	\$18,541.67
2	Operating Expenses-NOV	42101-Non-Sponsored Contract Revenue	15-55700-100-100001-109		0428-0000-0000	\$61.49
						Invoice Total: \$18,603.16
UFS-0001761						
1	Payroll Expenses- DEC 2017	42101-Non-Sponsored Contract Revenue	15-55700-100-100001-109		0000-0000-0000	\$7,110.80
						Invoice Total: \$7,110.80
UFS-0001762						
1	UVM-MG Employees & Retirees	59010-Med BC/BS VT Hlth Ptnrshp	01-00001-100-000100-906		0000-0000-0000	\$308,833.00
						Invoice Total: \$308,833.00

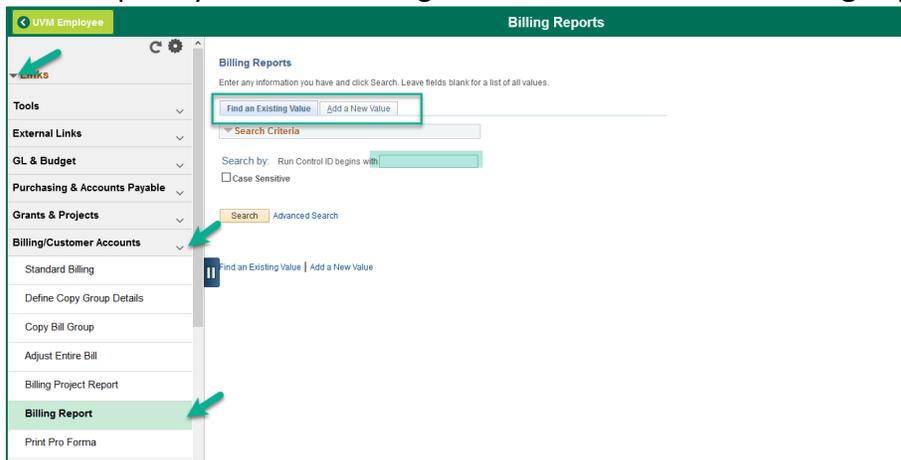
Invalid Lines Report

The Invalid Lines Report retrieves bill lines from unprocessed invoices needing validation and/or correction. Lines returned in this report include unusual accounts in the chartstring entered in the distribution screen of the invoice or missing chartfield values. You should run it during the validation process of your new readied invoices before the scheduled invoice run by FRAS.

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view to view frequently used AR & Billing related links. Then select **Billing Report**.





4. A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
5. On the **UVM Reports** tab, select your **Billing Business Unit** and **Bill Type** using the **Look Up** button.
6. Choose a **Bill Status** for the report to pull invoices on. Monthly, you should run this for both NEW/New and RDY/Ready bill statuses to ensure the status is correct and will get picked up or excluded from the invoice run.
7. Leave the **Billing Cycle Identifier** blank. It will populate with a wildcard (“%”) when parameters are saved.
8. Click the **“Run Invalid Lines Report”** button to kick off the report.

UVM Business Manager

UVM Billing Reports

Run Control ID BLNG_RPT

Report Request Parameters

Business Unit BI001

Bill Type UFS University Financial Services

Bill Status Ready

Billing Cycle Identifier %

Run Invalid Lines Report

Run UVM Invoicing Report

Save Notify Add Update/Display

9. The report will run and open in a separate tab as a PDF file. A sample image is below.

UVM Invalid Invoice Lines Report
Print Date: Sep 15, 2017

Business Unit BI024 Bill Type CPS Bill Status INV Date Range 9/1/2017 - 9/30/2017 Bill Cycle

CPS

CPS-0002107

Ln	Item	Account	OU-DeptID-Fund-Source-Fctn	Project	Prgm-Ppse-Ppty	Amount
1	Monthly Operating Charges	60009-Other Supplies	01-11700-100-100001		0000-0000-0088	\$1,335.87
3	Credit for overbill	60009-Other Supplies	01-11700-100-100001		0000-0000-0088	(\$280.46)
						Invoice Total: \$1,055.41

CPS-0002108

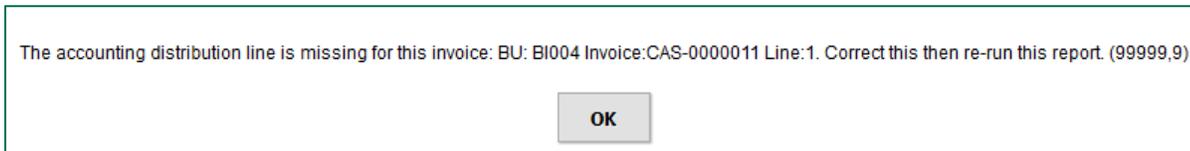
Ln	Item	Account	OU-DeptID-Fund-Source-Fctn	Project	Prgm-Ppse-Ppty	Amount
1	Monthly Operating Charges	60009-Other Supplies	01-11700-100-100001		0000-0000-0088	\$1,335.87
						Invoice Total: \$1,335.87



*NOTE: the Invalid Invoice Lines Report will show potentially invalid lines: lines with bad combinations of chartfields, lines with missing chartfields, and expense lines (since revenue lines are expected for billing). While bad combinations of chartfields and missing chartfields need to be resolved, expense lines on invoices are not necessarily wrong and can be posted. It is important to validate the intention of your invoice.

Invoices with Missing Accounting Distribution Lines

If your invoice has \$0 lines or blank lines without an accounting distribution, you will receive the following error message when running the UVM Invalid Lines report:



Although \$0 or blank bill lines will not create accounting entries or a receivable, you should clean up such bill lines before the monthly posting processes. Do this by navigating to the invoice referenced to in the error message and updating the bill line and accounting distribution information. Details on doing this can be found starting with step 18 of the [Entering an Invoice section](#).

BI - Printing Invoices

Pro Forma for Preliminary Invoices

Departments may generate a preliminary, or “Pro Forma,” version of an unprocessed invoice. This is useful in several situations:

- To see how the information displayed on the page will show on the invoice;
- To send to a customer electronically before the scheduled invoice run has occurred;
- To create a PDF for your records when you are **not** mailing the system-generated invoice. (This is because invoices posted at NOPRINT cannot be reprinted later.)

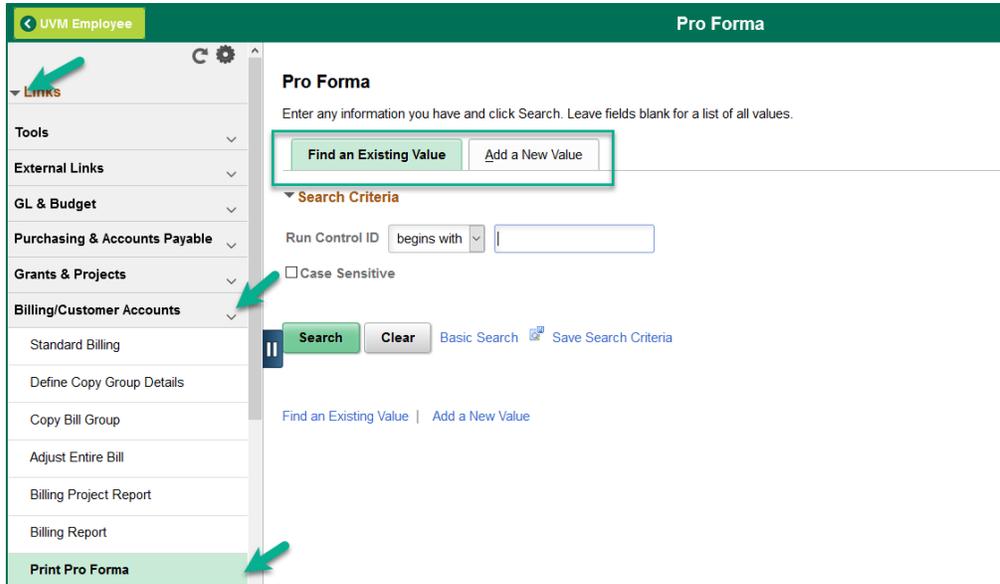
To create a Pro Forma Invoice:

1. Log in to [PeopleSoft Financials](#)
2. Ensure the Invoice Form for the Invoices you want to generate is set as CRYSTAL (see step 23 of [Entering an Invoice and Marking to be Posted](#)).
3. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.

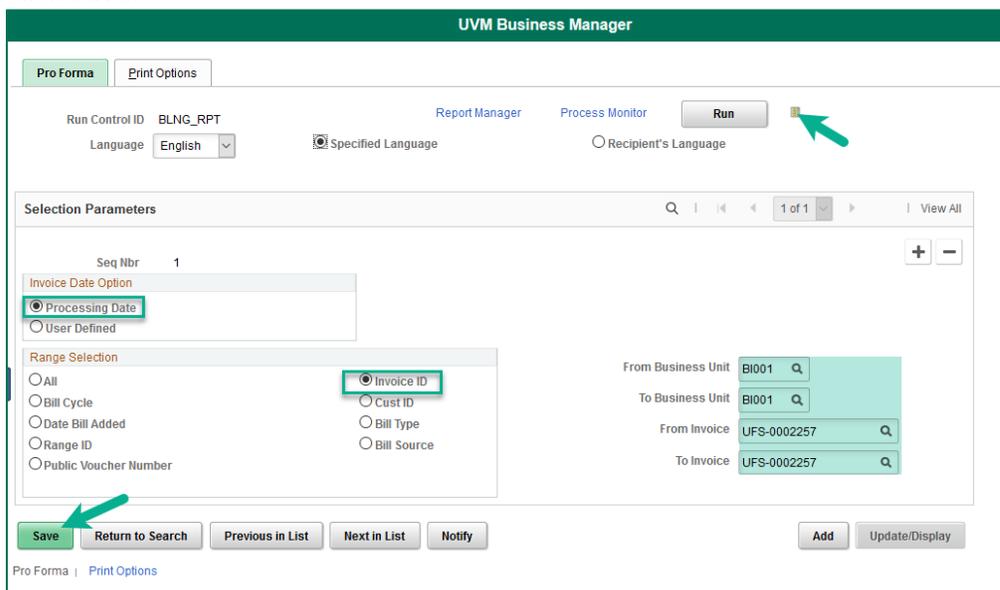




- Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Print Pro Forma**.



- A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
- Select **"Processing Date"** under the **Invoice Date Option**.
- Select **"Invoice ID"** under the **Range Selection**. This will allow you to generate Pro Forma invoices for all the Invoice IDs in the range you populate.
- Make sure the **From/To Business Unit** fields are populated as your Billing Business Unit.
- Populate the **From/To Invoice** fields with the invoices you want to generate.
- Click **Save**.





11. To preview the Pro Forma invoices that will be generated, click the **Bills to Be Processed** icon.



12. The following list will appear:

Bills To Be Processed						
BI Unit	Invoice	Status	Customer	Inv Layout	Layout Type	Bill To Media
BI001	UFS-0002257	HLD	00002833	XMLPUB	X	Print Copy

Return

13. Click **Return** to go back to the Run Control page.

14. Click **Run** on the Print Pro Forma screen to initiate the process.

15. At the Process Scheduler Request screen, select the **“UVM proforma – Non SP”** (UVM_PF01) Process and click **OK**.

Process Scheduler Request

User ID: tjbarker Run Control ID: Test

Server Name: [dropdown] Run Date: 10/08/2020

Recurrence: [dropdown] Run Time: 2:30:32PM **Reset to Current Date/Time**

Time Zone: [dropdown]

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input type="checkbox"/>	Pre-process & Finalization	BIIVC000	Application Engine	Web	TXT	Distribution
<input type="checkbox"/>	Proforma & Print	BUOBP01	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Invoice w/SQR	BIPJ10	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Grants Invoice w/SQR	BIPJ20	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Generic Invoice - UVM	BIPJ40	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	UVM proforma - Non SP	UVM_PF01	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	UVM proforma - SP	UVM_PF02	PSJob	(None)	(None)	Distribution

OK **Cancel**



16. A Process Instance number will be assigned. You can monitor the processes success at the Process Monitor.

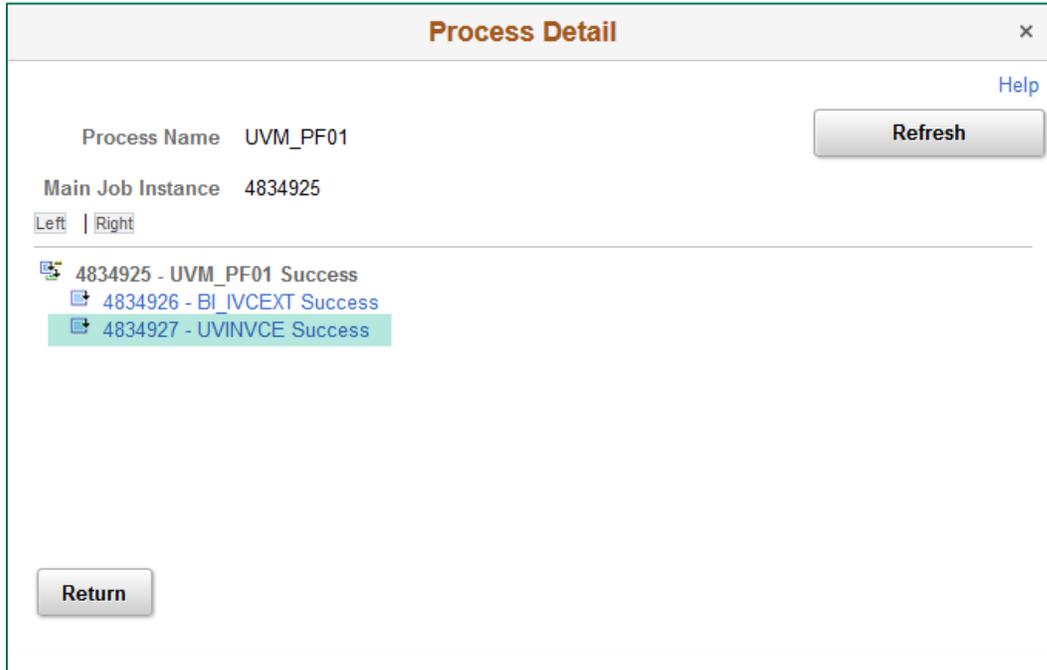
17. Click **Refresh**. The process is completed when the **Run Status** = “Success” and the **Distribution Status** = “Posted.”

18. When the process has completed, click the **UVM_PFO1** link in the Process Name column.

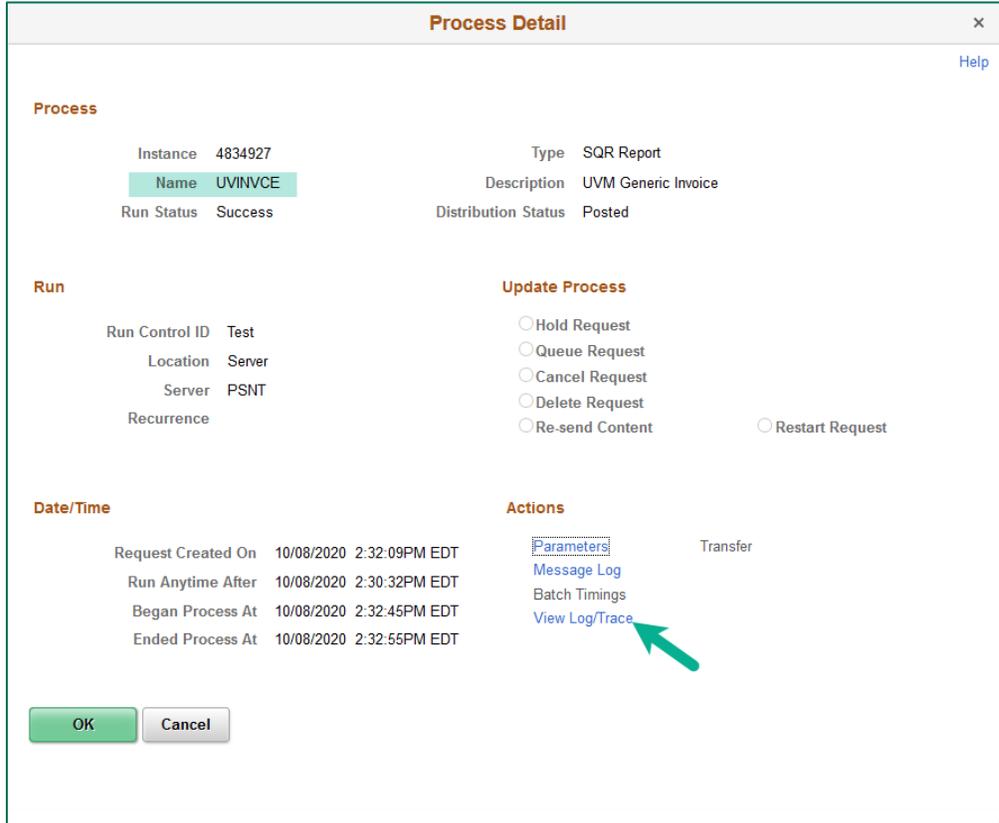
Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	4834925		PSJob	UVM_PFO1	tjbarker	10/08/2020 2:30:32PM EDT	Success	Posted	Details



19. Click the **UVINVCE Success** link.



20. This will bring you to the traditional Process Monitor screen. Select the **View/Log Trace** link.





21. Click the **UVINVCE** link to open the PDF file.

View Log/Trace x
Help

Report

Report ID 4459459	Process Instance 4834927	Message Log
Name UVINVCE	Process Type SQR Report	
Run Status Success		

UVM Generic Invoice

Distribution Details

Distribution Node PSXREP2	Expiration Date 01/06/2021
---------------------------	---

File List

Name	File Size (bytes)	Datetime Created
SQR_UVINVCE_4834927.log	1,740	10/08/2020 2:32:55.210808PM EDT
UVINVCE_4834927.PDF	9,309	10/08/2020 2:32:55.210808PM EDT
UVINVCE_4834927.out	129	10/08/2020 2:32:55.210808PM EDT

Distribute To

Distribution ID Type	Distribution ID
User	tjbarker

Return

22. Be sure to save the PDF file locally if you intend on changing the Invoice Form or any of the Invoices to NO PRINT.

Reprinting Processed Invoices

Departments may reprint a processed invoice. This may be useful if your customer never received their original or would like a courtesy copy. (If the reprint is being used to pay the amount due, request a copy from FRAS on the invoice paper with the coupon stub.)

To reprint a processed invoice:

1. Log in to [PeopleSoft Financials](#)
2. Ensure the Invoice has been processed by reviewing the Billing Details page



- On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



- Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Billing Inquiry (Details)**.

- Select your **Billing Business Unit**, enter the **Invoice Number**, then click the **Search** button.



- The invoice **Status** will be **“INV”** or invoiced and the **Invoice Form** for the Invoices you want to reprint is **CRYSTAL**.

Header - Info 1 Details

Unit BI001 Invoice UFS-0002269 Invoice Amt 6,598.40 USD

Status INV Invoice Date 08/14/2020 Cycle ID MONTHLY
 Type UFS Source Frequency Recurring
 Customer 00002860 SubCust1 SubCust2
 UVM Foundation
 Invoice Form CRYSTAL From Date 07/01/2020 To Date 07/31/2020
 Accounting Date 08/14/2020 Pay Terms 1NM Pay Method Check
 Remit To FI001 Bank Account BN03
 Sales UVM_DEF Bill Inquiry Phone 802-656-1477
 Credit DEFAULT Collect COL01
 Billing Specialist Billing Authority

Go to: Header Info 2 Address Copy Address Notes
 Summary Commit Cntrl

Bill Search Line Search Header - Info 1 Page Series Prev Next

Return to Search Notify Refresh

Header - Info 1 | Line - Info 1

- On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



- Click the **Arrow** icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Reprint Invoices**.

UVM Employee Reprint Invoices

Links

- Tools
- External Links
- GL & Budget
- Purchasing & Accounts Payable
- Grants & Projects
- Billing/Customer Accounts**
 - Standard Billing
 - Define Copy Group Details
 - Copy Bill Group
 - Adjust Entire Bill
 - Billing Project Report
 - Billing Report
 - Print Pro Forma
 - Reprint Invoices**

Reprint Invoices

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

Search Criteria

Run Control ID begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Find an Existing Value | Add a New Value



9. A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
10. You can reprint in several ways:
 - a. To print all open invoices in your billing business unit, select **"All"** in the **Range Selection**, populate your Billing Business Unit in the **From/To Business Unit** fields and check the **"Include Open Items Only"** box:

The screenshot shows the 'Reprint Invoices' form. At the top, there are tabs for 'Reprint Invoices' and 'Print Options'. Below this, there are fields for 'Run Control ID' (set to 'Test') and 'Language' (set to 'English'). There are also radio buttons for 'Specified Language' (selected) and 'Recipient's Language'. A 'Run' button is visible. The 'Selection Parameters' section is expanded, showing 'Seq Nbr' as 1. Under 'Include Open Items Only', the 'Range Selection' dropdown is set to 'All'. Other options include 'Invoice ID', 'Cust ID', 'Bill Type', and 'Bill Source'. To the right, 'From Business Unit' and 'To Business Unit' are both set to 'BI001'. There are also date pickers for 'From Due Date', 'To Due Date', 'From Invoice Date', and 'To Invoice Date'. At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Add', and 'Update/Display'.

- b. To print a specific invoice, set the **Range Selection** to **Invoice ID**, and populate the **From/To Invoice** field with the invoice number:

The screenshot shows the 'Reprint Invoices' form with the 'Range Selection' dropdown set to 'Invoice ID'. The 'From Invoice' and 'To Invoice' fields are populated with 'UFS-0002267'. All other settings, including 'Run Control ID', 'Language', 'Specified Language', 'From Business Unit', and 'To Business Unit', remain the same as in the previous screenshot.



- c. To print all invoices associated with a customer, set the **Range Selection** to **Cust ID** and populate the **Customer** field with the Customer ID number and Bill Type (if more than one in your billing business unit).

The screenshot shows the 'Reprint Invoices' form. At the top, there are tabs for 'Reprint Invoices' and 'Print Options'. Below that, there are fields for 'Run Control ID' (Test), 'Language' (English), and 'Specified Language' (selected). A 'Run' button is visible. The 'Selection Parameters' section contains a list of checkboxes: 'Include Attached Bills' (unchecked), 'Include Open Items Only' (checked), and 'Range Selection' (set to 'Cust ID'). Other fields include 'From Business Unit' (BI001), 'To Business Unit' (BI001), 'Customer' (0000043), and 'Bill Type' (UFS). At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Add', and 'Update/Display'.

- 11. To preview the invoices you are about to reprint, click the **Bills to Be Processed**  icon.
- 12. Click **Return** to go back to the Run Control page.

The screenshot shows the 'Bills To Be Processed' window. It contains a table with the following data:

BI Unit	Invoice	Status	Customer	Inv Layout	Layout Type	Bill To Media
BI001	UFS-0002230	INV	00002194	XMLPUB	X	Print Copy
BI001	UFS-0002243	INV	00001235	XMLPUB	X	Print Copy
BI001	UFS-0002252	INV	00002833	XMLPUB	X	Print Copy
BI001	UFS-0002253	INV	00002833	XMLPUB	X	Print Copy
BI001	UFS-0002254	INV	00003286	XMLPUB	X	Print Copy
BI001	UFS-0002260	INV	00001235	XMLPUB	X	Print Copy
BI001	UFS-0002261	INV	00002194	XMLPUB	X	Print Copy
BI001	UFS-0002264	INV	00001784	XMLPUB	X	Print Copy
BI001	UFS-0002265	INV	00001785	XMLPUB	X	Print Copy

At the bottom left of the window, there is a 'Return' button with a red arrow pointing to it.



13. Click **Run** on the Reprint Invoices screen to initiate the process.
14. On the **Process Scheduler Request** screen, select the **“Print Generic Invoice - UVM”** (BIPJ40) process and click **OK**.

Process Scheduler Request

User ID: tjbarker Run Control ID: Test

Server Name: [Dropdown] Run Date: 10/08/2020

Recurrence: [Dropdown] Run Time: 3:40:23PM **Reset to Current Date/Time**

Time Zone: [Search]

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	Print Invoice w/SQR	BIPJ10	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Print Grants Invoice w/SQR	BIPJ20	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	Print Generic Invoice - UVM	BIPJ40	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	UVM Generic Invoice	UVINCE	SQR Report	Web	PDF	Distribution

OK **Cancel**

15. A Process Instance number will be assigned. You can monitor the process’s success at the **Process Monitor**.

Reprint Invoices **Print Options**

Run Control ID: Test **Report Manager** **Process Monitor** **Run**

Language: English Specified Language Recipient's Language

Process Instance: 4834940

Selection Parameters 1 of 1 View All

Seq Nbr: 1

Include Attached Bills

Include Open Items Only

Range Selection

All Invoice ID

Bill Cycle Cust ID

Date Bill Added Bill Type

Range ID Bill Source

Public Voucher Number

From Business Unit: BI001 To Business Unit: BI001

From Due Date: [Calendar] To Due Date: [Calendar]

From Invoice Date: [Calendar] To Invoice Date: [Calendar]

Save **Return to Search** **Previous in List** **Next in List** **Notify** **Add** **Update/Display**

Reprint Invoices | [Print Options](#)

16. Click the **Refresh** button. The process is complete when the **Run Status = “Success”** and the **Distribution Status = “Posted.”**



17. Click the **BIPJ40** link in the Process Name column.

Process Monitor

Process List | Server List

View Process Request For

User ID: tjbarker | Type: | Last: | 10 Days | Refresh | Report Manager

Server: | Name: | Instance From: | Instance To: | Save On Refresh:

Run Status: | Distribution Status: |

Process List

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	4834940		PSJob	BIPJ40	tjbarker	10/08/2020 3:40:23PM EDT	Success	Posted	Details

18. Select the **UVINVCE Success** link

Process Detail

Process Name: BIPJ40 | Refresh | Help

Main Job Instance: 4834943

Left | Right

- 4834943 - BIPJ40 Success
- 4834944 - BIPJ40 Success
- 4834945 - UVINVCE Success**

19. This will bring you to the traditional process monitor screen. Click the **View/Log Trace** link.

Process Detail

Process

Instance: 4834945 | Type: SQR Report
Name: UVINVCE | Description: UVM Generic Invoice
Run Status: Success | Distribution Status: Posted

Run

Run Control ID: Test | Location: Server | Server: PSUNX | Recurrence: |

Update Process

Hold Request
 Queue Request
 Cancel Request
 Delete Request
 Re-send Content | Restart Request

Date/Time

Request Created On: 10/08/2020 3:47:03PM EDT
Run Anytime After: 10/08/2020 3:46:57PM EDT
Began Process At: 10/08/2020 3:47:31PM EDT
Ended Process At: 10/08/2020 3:47:45PM EDT

Actions

[Parameters](#) | Transfer
[Message Log](#)
[Batch Timings](#)
[View Log/Trace](#)

OK | Cancel



20. Click the **UVINCE** link to open the PDF file.

View Log/Trace x

[Help](#)

Report

Report ID 4459471 Process Instance 4834945 [Message Log](#)
 Name UVINCE Process Type SQR Report
 Run Status Success

UVM Generic Invoice

Distribution Details

Distribution Node PSXREP2 Expiration Date 01/06/2021

File List

Name	File Size (bytes)	Datetime Created
SQR_UVINCE_4834945.log	1,824	10/08/2020 3:47:45.352122PM EDT
uvinvce_4834945.PDF	9,657	10/08/2020 3:47:45.352122PM EDT
uvinvce_4834945.out	150	10/08/2020 3:47:45.352122PM EDT

Distribute To

Distribution ID Type	Distribution ID
User	tjbarker

AR – Customer Payments

When an invoice is processed through PeopleSoft AR/Billing, it is important to deposit subsequent customer payments correctly. Payments are ideally mailed to UVM’s lockbox bank by customers with the coupon stub produced by PeopleSoft when invoices are posted by Financial Reporting & Accounting Services. The stub has UVM’s lockbox address in Williston and the special invoice paper used meets specifications set by the Bank for scanning and automated processing. This method is the most efficient and secure way to deposit customer payments.

If a customer has not received a PeopleSoft-generated invoice with the coupon stub, the department is responsible for remitting the funds when received to Treasury Services along with the [Transmittal for Accounts Receivable Deposits](#) following the [Cash Receipts University Operating Procedure](#). It is important to use the correct transmittal form since subsequent payment reduces the accounts receivable balance; revenue was already recognized when the invoice was entered and posted to the General Ledger. Using the deposit transmittal sheet with the revenue chartstring will result in double-revenue recognition and erroneous balances in accounts receivable.



AR – Finding Customer-Related Invoices, Payments, and Other Items

This section describes how to find within the Accounts Receivable module transactions that have been processed and posted from the Billing module. This information should be used while analyzing customer accounts, performing collections, and determining any corrections to be made.

Breakdown Balances Inquiry

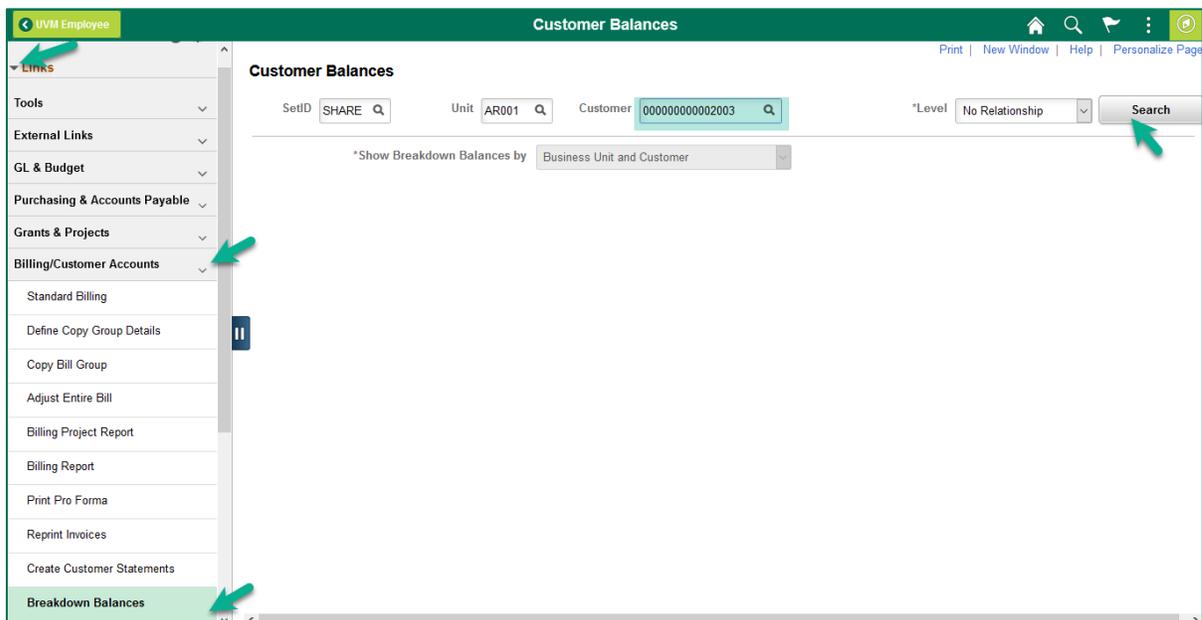
To quickly view the open balances on a customer’s account, department billers can access the Breakdown Balances page for the customer ID.

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Breakdown Balances**.
4. Enter the **Customer ID**. Use the **Look Up**  button to look up the customer ID if needed. Click **Search**.

NOTE: this page will open all balances across any department at UVM that has billed the customer.





- Click the **“Balance”** link to get a detailed listing of the amount listed.

UVM Business Manager

Print | New Window | Help

Customer Balances

SetID: SHARE Unit: AR001 Customer: 00002003 Vermont Teddy Bear Company *Level: No Relationship Search

Add Conversation Display Currency

*Show Breakdown Balances by: Business Unit and Customer

Customer Balances

Balance	0.00	USD	High Balance	2,650.00	Balance Date	10/20/2006
Past Due:	0.00	USD	High Past Due	500.00	Past Due Date	05/21/2009

Breakdown Balances

SetID	Unit	Customer	Balance	Currency
1	AR001	00002003	Vermont Teddy Bear Company	0.00 USD

- There are several **“Detail”** tabs in the **Item List**. We advise personalizing what is displayed in the item list to get the most useful information. You can do this by clicking the **Grid Action Menu**

 icon then **Personalize**. We have found the following order to be most helpful:

Customer Item Inquiry

Item List | Advanced Search

SetID: SHARE Unit: AR001 Customer: UMEA *Level: No Relationship Search

*Status: Open Search

Add Conversation Account Overview Display Currency

Row Selection: Range: GO Select All Deselect All

Item Action: Select Action... GO

Item List

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	UFS-0002265			2 AR001	00001785	Open	1NM	IN	NONSP	09/01/2020	37	809.05	USD

Search Result Totals

Debits	1	Debit Amount	809.05	Currency	USD
Credits		Credit Amount		Currency	USD
Total	1	Total Amount	809.05	Currency	USD
Selected				Currency	

Cancel Refresh



Grid Customization

[Help](#)

Item List

[Personalize Column and Sort Order](#)

To order columns or add fields to sort order, highlight column name, then press the appropriate button.
Frozen columns display under every tab.

Column Order

- Tab Detail 1 (frozen)
- Seq Nbr (frozen)
- Select (frozen)
- Unit
- Item
- BI Unit
- Entry Type
- Status
- Terms
- Due
- Days Late
- Orig Item Amt
- Item Balance
- Cur
- Pay Method
- Customer ID
- Customer Name
- Accounting Date
- Created On
- Created By

Sort Order

Descending

- Upon making this customization click **OK**, the new order will be saved for future visits to this page. The customer's Breakdown Balances page will look like this using this order:

Customer Item Inquiry

Item List | [Advanced Search](#)

SetID: SHARE | Unit: AR001 | Customer: | *Level: No Relationship

*Status: Open | [Search](#) | [Advanced Search](#)

[Add Conversation](#) | [Account Overview](#) | [Display Currency](#)

Row Selection: Range: | [GO](#) | [Select All](#) | [Deselect All](#)

Item Action: [Select Action...](#) | [GO](#)

Item List

Seq Nbr	Select	Unit	Item	BI Unit	Entry Type	Status	Terms	Due	Days Late	Orig Item Amt	Item Balance	Cur	Pay Method	Customer ID	Customer Name	Account Date
1	<input type="checkbox"/>	AR001	UFS-0002295	BI001	IN	Open	1NM	09/01/2020	37	183906.36	809.05	USD	CHK	00001785	UMEA	08/14/2

Search Result Totals

Debits	1	Debit Amount	809.05	Currency	USD
Credits		Credit Amount		Currency	USD
Total	1	Total Amount	809.05	Currency	USD
Selected				Currency	

[Cancel](#)

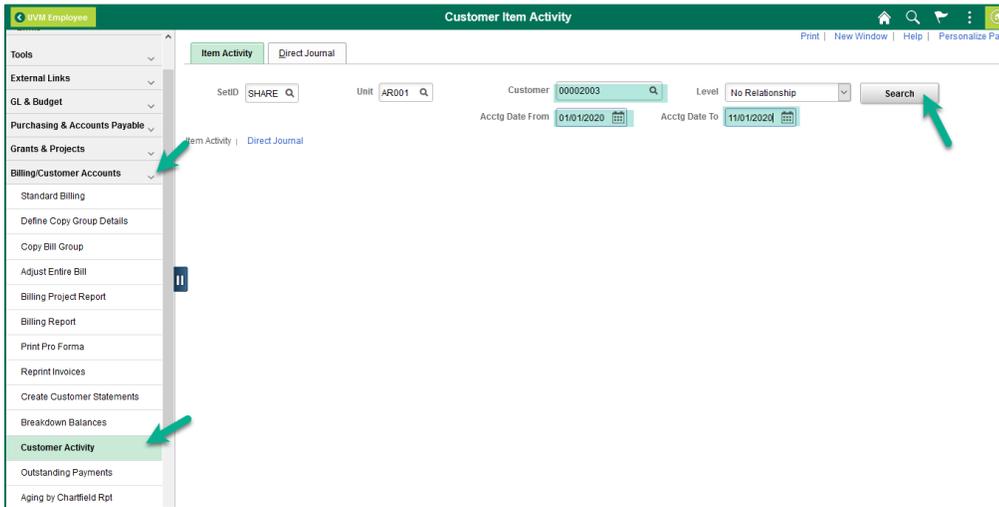
Item List | [Advanced Search](#)

Customer Activity Inquiry

To see the activity on a given customer's account over a period of time, you can **search Customer Activity** for the Customer ID and the time period you're looking for. Customer Activity can be found in the **Billing/Customer Accounts** menu of the UVM Business Manager tile on the UVM Employee Homepage. The results will show all invoices, credits, payments and maintenance entries (including



refunds and write-offs) in a grid. The below image shows the delivered order of the screens but the other “activity” tabs have details on the payment date and associated deposit information. The Customer Activity Page is another page that may be most useful with the order of the columns customized. See the previous section on how to do this.



Results of the above inquiry:

Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
01/10/2020		0	PY		-217,713.89	USD	AR001
01/16/2020		0	IN	NONSP	218,435.93	USD	AR001
01/29/2020		0	PY		-218,435.93	USD	AR001
02/14/2020		0	IN	NONSP	273,182.26	USD	AR001

Unpaid Items Query

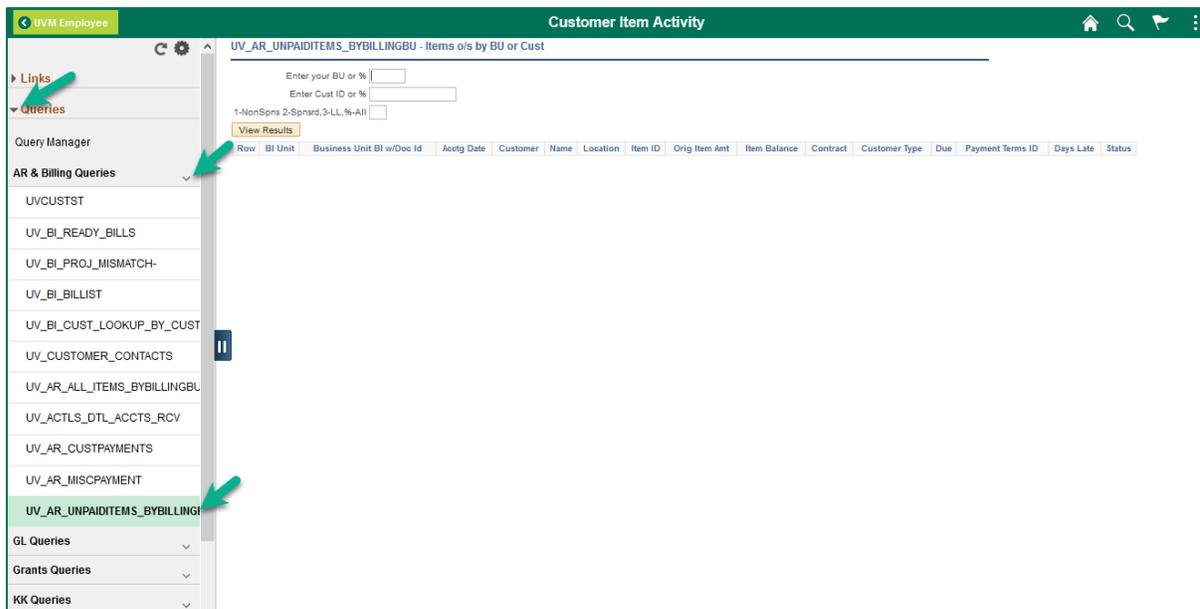
One of the most vital steps in analyzing your customers’ accounts is seeing what items (credit and debit receivables) are open. The *UV_AR_UNPAIDITEMS_BYBILLINGBU* query shows the customer, item ID (i.e., invoice ID), amount, balance (if partially paid/offset), due date, and days late. The query can be downloaded to Excel for easy analysis. The query can be run on demand but should be run at least monthly to monitor items becoming delinquent and contact the customer for collections.



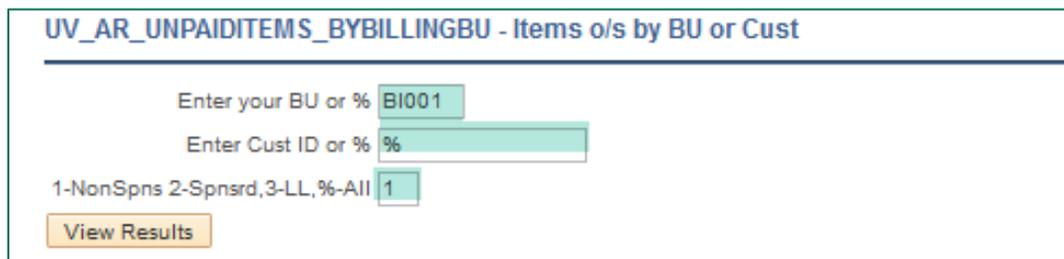
1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Queries** and **AR/Billing** menus to view frequently used AR & Billing related queries. Then select the **UV_AR_UNPAIDITEMS_BYBILLINGBU** query.



4. When the search criteria appears:
 - a. In the **Enter your BU or %** field, enter your Billing Business Unit.
 - b. In the **Enter Cust ID or %** field, enter a customer number (including the preceding zeros) to retrieve data for a specific customer, or enter the wildcard (%) to retrieve data for all customers within the Billing Business Unit.
 - c. In the **1-NonSpns 2-Spnsrd,3-LL,%-All** field, enter **1** (as all departmental billing is to Non-Sponsored customers).





5. Click **View Results**. An example of the query output is shown below.

UV_AR_UNPAIDITEMS_BYBILLINGBU - Items o/s by BU or Cust

Enter your BU or %

Enter Cust ID or %

1-NonSpns 2-Spnsrd,3-LL,%-All

View Results

Download results in: [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (0 kb)

View All First 1-11 of 11 Last

Row	BI Unit	Business Unit	BI w/Doc Id	Acctg Date	Customer	Name	Location	Item ID	Orig Item Amt	Item Balance	Contract	Customer Type	Due	Payment Terms ID	Days Late	Status
1	BI001	BI001		08/30/2020			1		100.000	100.000		Non Sponsored Customers	08/01/2020	1NM		69 Open
2	BI001	BI001		08/30/2020			2		5322.970	5322.970		Non Sponsored Customers	08/01/2020	1NM		69 Open
3		BI001		07/08/2020			1		-42.560	-42.560		Non Sponsored Customers	07/08/2020			93 Open
4	BI001	BI001		08/14/2020			1		6598.400	6598.400		Non Sponsored Customers	09/01/2020	1NM		38 Open
5	BI001	BI001		08/14/2020			1		307794.000	307794.000		Non Sponsored Customers	08/14/2020	IMMED		56 Open
6	BI001	BI001		08/14/2020			1		153897.000	153897.000		Non Sponsored Customers	08/01/2020	1NM		38 Open
7	BI001	BI001		08/14/2020			1		1390951.880	695475.940		Non Sponsored Customers	08/14/2020	IMMED		56 Open
8	BI001	BI001		08/14/2020			1		183906.360	809.050		Non Sponsored Customers	08/01/2020	1NM		38 Open
9	BI001	BI001		08/14/2020			1		1903365.050	1903365.050		Non Sponsored Customers	08/01/2020	1NM		38 Open
10	BI001	BI001		08/14/2020			2		950.000	950.000		Non Sponsored Customers	08/01/2020	1NM		38 Open
11	BI001	BI001		08/14/2020			1		100.000	100.000		Non Sponsored Customers	08/01/2020	1NM		38 Open

6. You can choose to download the data to Excel by clicking the **Excel Spreadsheet** link. In Excel, you can filter on the **Days Late** and **Customer** columns to identify those receivables that are becoming delinquent, those that will require payment plans or documentation of upcoming payment for Financial Reporting & Accounting Services, or those that are due to be reversed back to your department's chartstring.

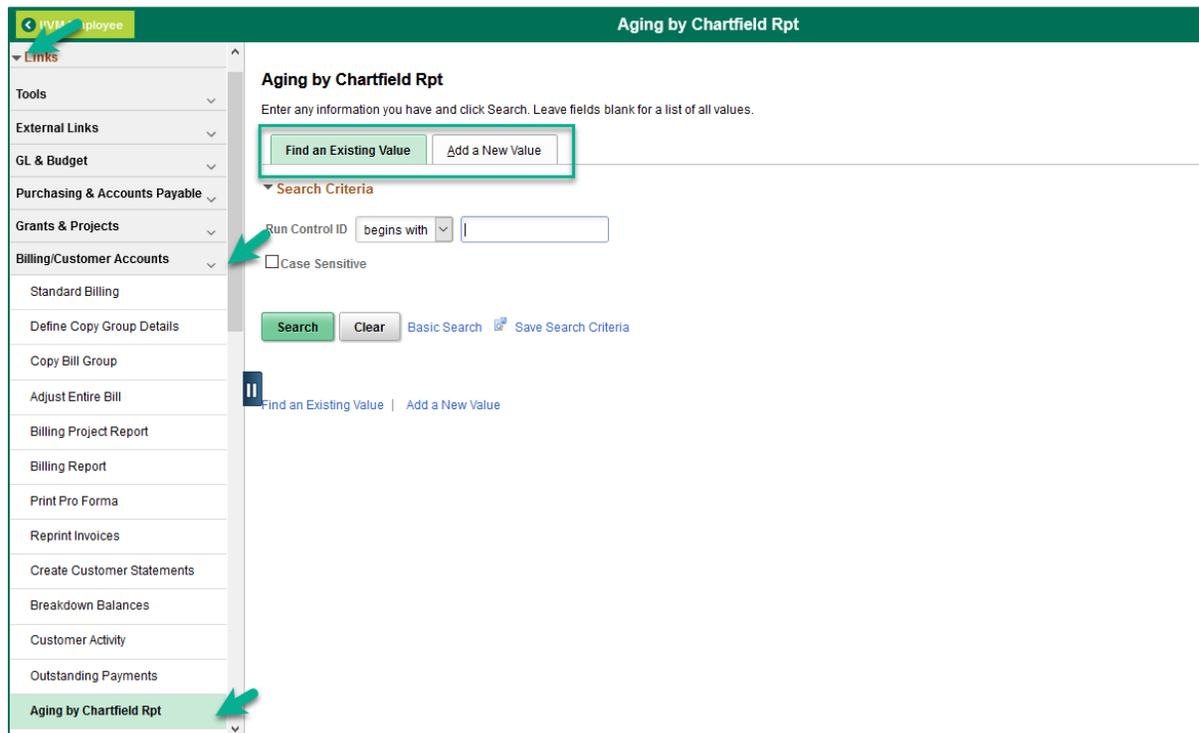
Receivables Aging by Chartfield Report

Financial Reporting & Accounting Services runs aging reports after the monthly posting process for all billing units collectively. You can run an aging statement for your chartstring alone using the following instructions.

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Aging by Chartfield Rpt.**



4. A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
5. On the Report Parameters page, click refresh for chartfield selections to appear.
6. Populate the parameters as follows:
 - a. Check the **Use System Date** check box
 - b. Enter the **Business Unit** as AR001
 - c. Enter the **Aging ID** of STD
 - d. Select a **Report Option**
 - i. **Detail** – this report option will include the age of all individual invoice IDs that make up the balance for a customer
 - ii. **Summary** – this report will include the age of balances by customer
 - e. Select Non SP from the **Customer Type** drop down
 - e. Populate the Chartfield value(s) that the report will retrieve in the **ChartField Selection**
 - i. Typically, **Department** or **Source** is used to retrieve data by billing units
 - f. Click **Run**.



UVM Business Manager Print | New Window | Help | Personalize Page

Aging By Chartfield Run Control ID Test | Report Manager | Process Monitor | **Run**

Language English

Report Request Parameters

*As of Date 10/09/2020 Use System Date Business Unit AR001 Aging ID
 *Aging SetID SHARE *Aging ID STD
 Customer ID Exclude IU Customers *Default SetID SHARE
 Exclude Customers with Different Aging ID
 *Display Option Include All Customer Type Non Sponsored Custom
 Refresh

Report Option
 Detail
 Summary

ChartField Selection

ChartField Name	Subtotal	Value	To Value
Account	<input type="checkbox"/>		
Operating Unit	<input type="checkbox"/>		
Department	<input type="checkbox"/>	00001	00001
Fund Code	<input type="checkbox"/>		
Source	<input type="checkbox"/>	000100	000100
Function	<input type="checkbox"/>		
Project	<input type="checkbox"/>		
Program Code	<input type="checkbox"/>		
Purpose	<input type="checkbox"/>		
Property	<input type="checkbox"/>		
Currency Code	<input type="checkbox"/>		

Save Return to Search Previous in List Next in List Notify Add Update/Di

7. The Process Scheduler Request page will appear. Click **OK** to run the process and return to the Report Request Parameters page. If you need to make changes to the report click **Cancel**.

Process Scheduler Request Help

User ID tjbarker Run Control ID Test

Server Name Run Date 10/09/2020
 Recurrence Run Time 10:48:07AM **Reset to Current Date/Time**
 Time Zone

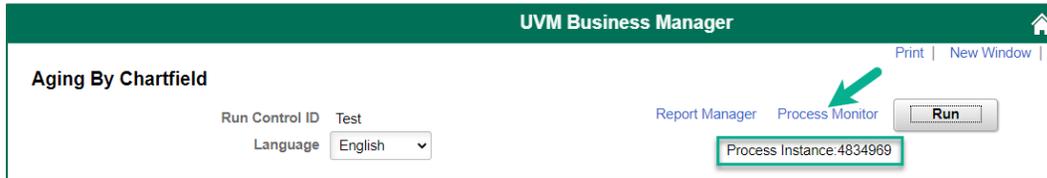
Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	AR30006	AR30006	SQR Report	Web	PDF	Distribution

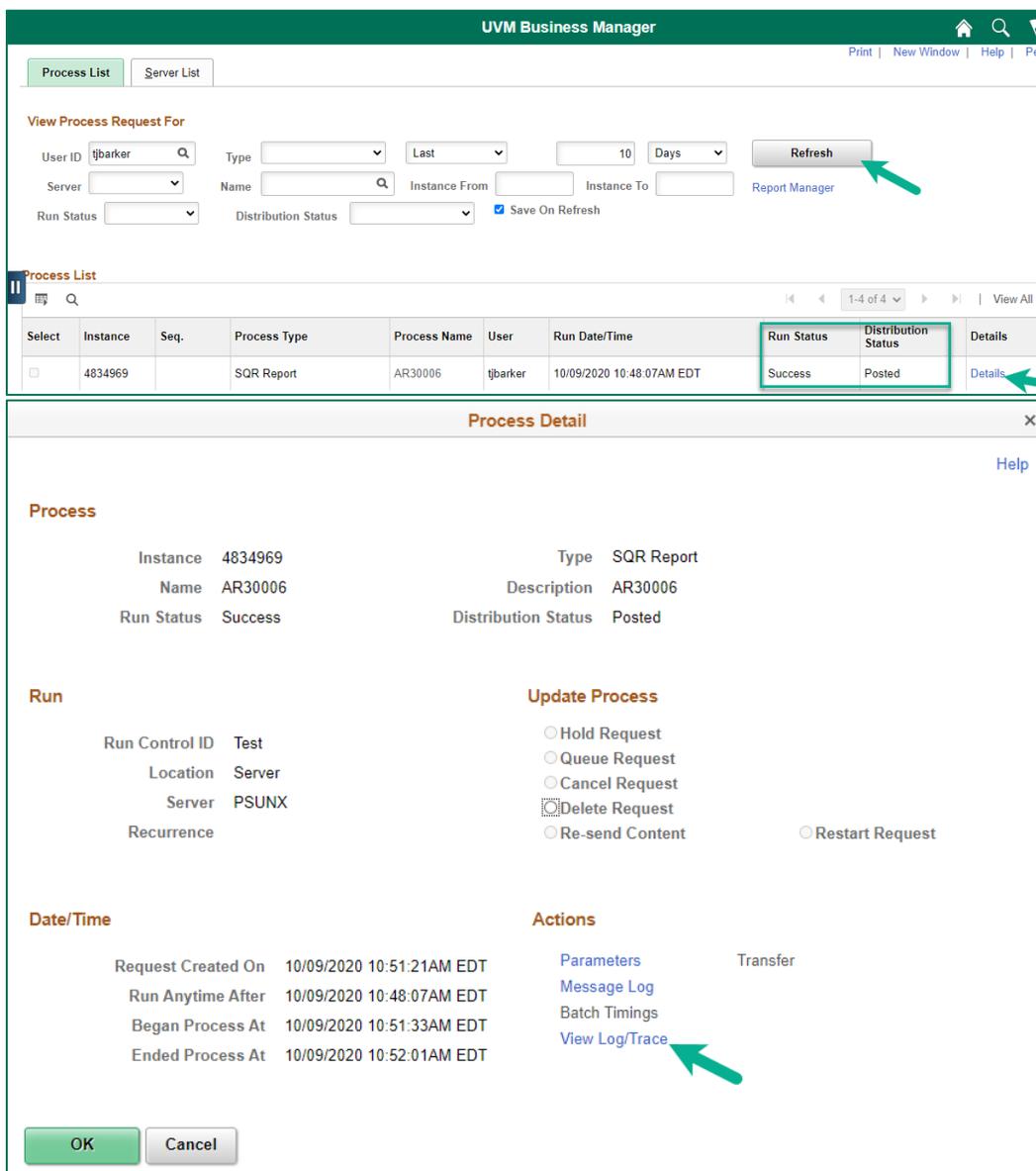
OK **Cancel**



- To retrieve the PDF of this report, make note of the Process Instance, then click the **Process Monitor** link.



- A list page will open. Click the **Refresh** button until the process runs to success. To retrieve the report, click the **Details** hyperlink. A **Process Detail** box will appear, click the **View Log/Trace** link. The report can be viewed using the **.pdf** or **.csv** files, depending on the format you'd like to view.





View Log/Trace x

[Help](#)

Report

Report ID 4459489 Process Instance 4834969 [Message Log](#)
 Name AR30006 Process Type SQR Report
 Run Status Success

AR30006

Distribution Details

Distribution Node PSXREP2 Expiration Date 01/07/2021

File List

Name	File Size (bytes)	Datetime Created
SQR_AR30006_4834969.log	1,824	10/09/2020 10:52:01.916055AM EDT
ar30006_4834969.PDF	3,169	10/09/2020 10:52:01.916055AM EDT
ar30006_4834969.out	176	10/09/2020 10:52:01.916055AM EDT
ar30006_dtl.csv	736	10/09/2020 10:52:01.916055AM EDT

Customer Statement Report

Financial Reporting & Accounting Services regularly runs the **Customer Statement Report** and sends it to customers with balances that are 60 or more days past due. These reports include all unpaid balances for a customer from any UVM department that has billed them. The balances will be aged based on days outstanding. The intention is to alert the customer of unpaid amounts to initiate collections. You can run this report yourself using the following instructions. Alternatively, you can request FRAS provide a copy to you on an ad hoc basis.

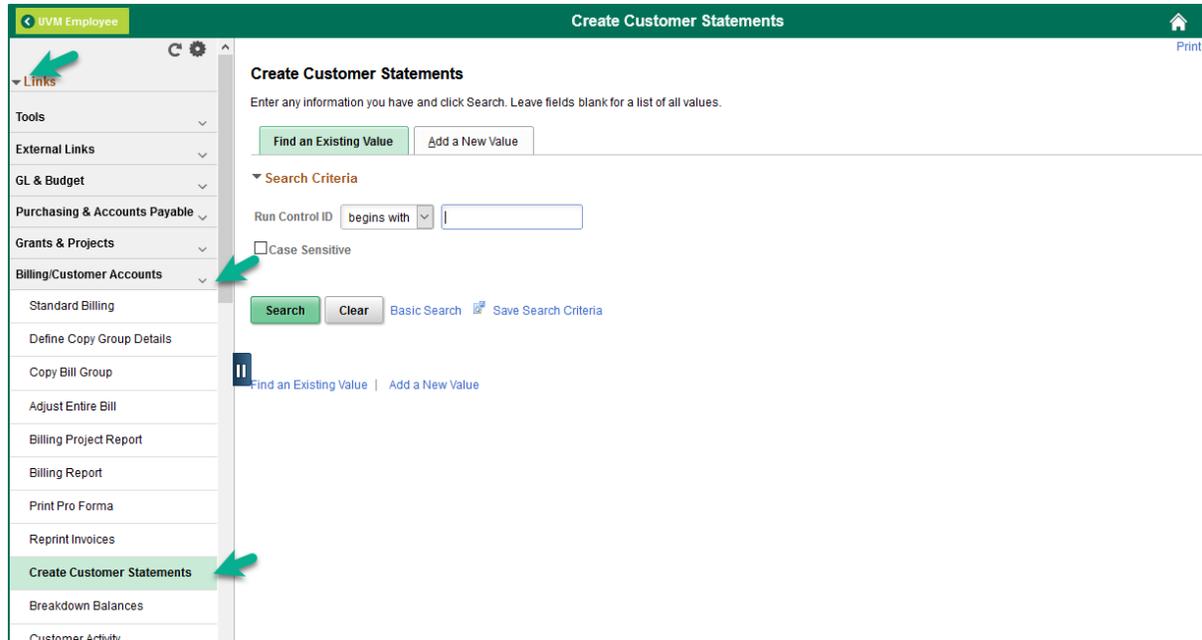
Running the Report

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.





3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Create Customer Statements**.



4. A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
5. On the Report Parameters page:
 - a. Check the **Use the System Date** check box
 - b. Check the **Open Item** check box
 - c. Check the **Balance Forward** check box
 - d. Enter the **Unit** as AR001
 - e. Enter the **Balance Forward Due Date**
 - f. Select Non SP from the **Customer Type (UVM report Only)** drop down
 - g. Populate the **Customer** field with the customer ID number
 - h. The other fields can be left blank. When the parameters are saved, the system will automatically populate them with wildcards or the appropriate information.
 - i. Click **Run**.



Create Customer Statements Print | Ne

Statements Parameters | Currency to Convert

Run Control ID Test Report Manager Process Monitor **Run**

Language English

Report Request Parameters

As of Date 11/17/2020 Use System Date Open Item
 Open Item Include Drafts
Unit AR001 University Of Vermont Balance Forward
 Balance Forward Re-run
SetID SHARE CORPORATE SETID
Customer 00001176 Cottage Hospital
Correspondence Customer %
Statement Group All Statement Groups
Balance Forward Due Date 01/01/1901 Customer Type (UVM Report Only) Non Sponsored Customers

Save **Return to Search** **Previous in List** **Next in List** **Notify** **Add** **Update/Display**

Statements Parameters | [Currency to Convert](#)

- The Process Scheduler Request page will appear. Select the Process called **UVM Customer Statement (UVSTMT)**. Click **OK** to return to the Report Request Parameters page.

Process Scheduler Request x Help

User ID tjarker Run Control ID Test

Server Name Run Date 10/21/2020

Recurrence Run Time 5:01:26PM **Reset to Current Date/Time**

Time Zone

Process List

Select	Description	Process Name	Process Type	-Type	-Format	Distribution
<input type="checkbox"/>	PS/AR Statements -Preprocessor	ARSTMT	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	PS/AR Statements	STATEMNT	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	UVM Customer Statement	UVSTMT	PSJob	(None)	(None)	Distribution

OK **Cancel**



- The report will be kicked off when the OK button is clicked, but *it will not run through the Process Monitor*. To retrieve the PDF of this report, you must navigate to the Report Manager. Make note of the Process Instance, then click the **Report Manager** link.

UVM Business Manager

Statements Parameters | Currency to Convert

Run Control ID: Test
Language: English

[Report Manager](#) [Process Monitor](#)

Process Instance: 4835850

Report Request Parameters

As of Date: 10/21/2020 Use System Date Open Item
 Open Item Include Drafts
 Unit: AR001 University Of Vermont Balance Forward
 Balance Forward Re-run
 SetID: SHARE CORPORATE SETID Email Statement
 Customer: %
 Correspondence Customer: %
 Statement Group: All Statement Groups
 Balance Forward Due Date: 01/01/1901 Customer Type (UVM Report Only): Non Sponsored Customers

Statements Parameters | [Currency to Convert](#)

- A list page will open. Click the **Refresh** button until a **.pdf** extension posts. To retrieve the report, click on the **.pdf** hyperlink in the Description column.

UVM Business Manager

List | Explorer | Administration | Archives

View Reports For

User ID: bjarker Type: Last 1 Days

Status: Folder: Instance: to:

Report List

Select	Report ID	Prce Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	4460269	4835859	ARX32000S - ARX32000S.pdf	10/21/2020 5:07:33PM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	4460267	4835858	Post Processing for Cust Stmt	10/21/2020 5:06:35PM	Text Files (*.txt)	Posted	Details
<input type="checkbox"/>	4460266	4835857	PS/AR Statements	10/21/2020 5:06:35PM	Text Files (*.txt)	Posted	Details
<input type="checkbox"/>	4460265	4835856	Statemnt Parallel Preprocessor	10/21/2020 5:06:35PM	Text Files (*.txt)	Posted	Details
<input type="checkbox"/>	4460264	4835854	ARX32000S - ARX32000S.pdf	10/21/2020 5:04:00PM	Acrobat (*.pdf)	Posted	Details



9. The resulting output will appear as follows:

STATEMENT
Statement Date: 11/25/2019
Customer ID: [REDACTED]

Send payment to:
University of Vermont
P.O Box 1389
Williston, VT, 05495-1389
Taxpayer ID: 03017944

If you do not have the original invoice stub, please reference your Customer Id number and the Invoice Id number on your check stub to ensure the proper application of your payment.

Page 1 of 1

Date	Invoice/ Item ID	Phone	Type	Amount Due	Item Activity	Document	Payment
08/07/2019	[REDACTED]	802-856-8740	Invoice	3,532.79			
10/07/2019	[REDACTED]		On Account	-58.98			LB-01090
10/23/2019	[REDACTED]		MatchDR&		58.98		
10/23/2019	[REDACTED]		MatchDR&		-58.98		
09/17/2019	[REDACTED]	802-856-8740	Invoice	274.67			
09/27/2019	[REDACTED]	802-856-8740	Invoice	10,116.12			
10/11/2019	[REDACTED]	802-856-8740	Invoice	10,116.12			
10/18/2019	[REDACTED]	802-856-8740	Invoice	569.36			
10/25/2019	[REDACTED]	802-856-8740	Invoice	167.00			
11/08/2019	[REDACTED]	802-856-8740	Invoice	10,116.12			
Statement Total USD				34,833.20			

Aging Summary	0 - 30	31 - 60	61 - 90	Over 90	Total
No. of Items	2	4	1		10
Amount	31,084.72	215.69	3,532.79		34,833.20 USD

The UVM General Accounting Office is the central billing area for charges originating in other university departments. For general questions about this statement, please contact us at: general.accounting@uvm.edu

NOTE: if there are no open balances at the end of the time period you have selected, no report will generate.

Customer Statement Activity Report

As a department biller, you may want to supply your customer with a similar statement or listing of their account activity for a specified period of time. The **Customer Statement Activity Report** was created for this purpose.

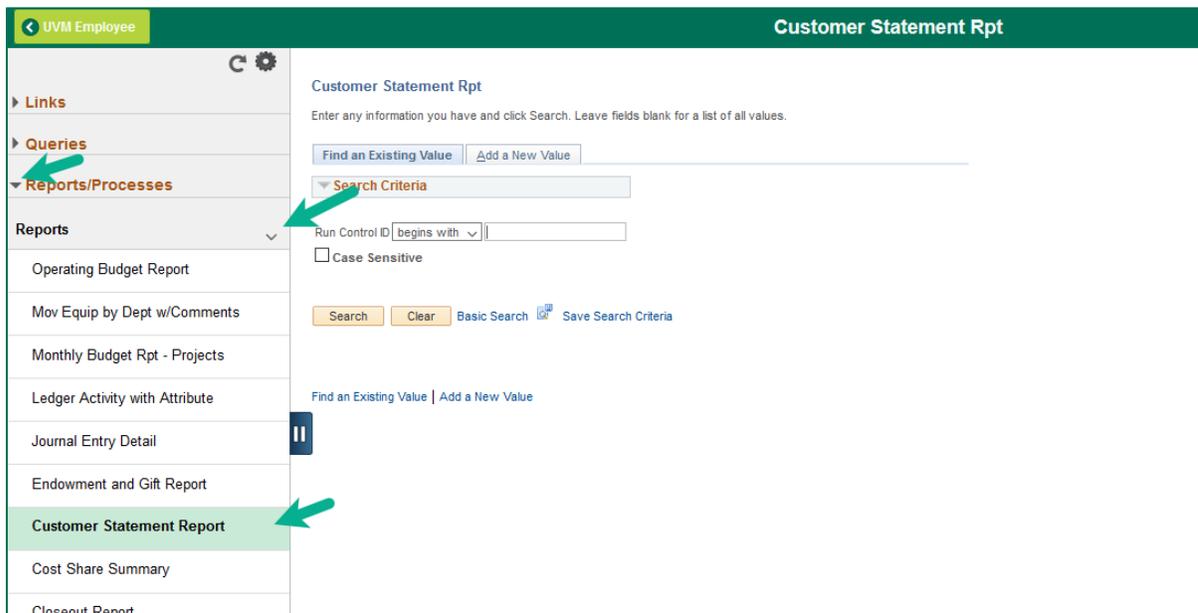


Running the Report

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Reports/Processes** menu and the **Reports** menu to view frequently used reports. Then select **Customer Statement Report**.



4. A run control ID is needed to run this report. Click the **Search** button on the **Find an Existing Value** tab and choose a **Run Control ID**, or create a Run Control ID by selecting the **Add a New Value** tab. Type a name for the Run Control ID (spaces are not accepted), then click **Add**.
5. On the Report Parameters page:
 - a. Set the **From Date** and **To Date** parameters
 - b. Enter the customer ID in the **Customer** field for the report you would like to retrieve
 - c. The other fields should be populated as they appear in the image below.
 - d. In the “Select Report Type” section, select **Activity – Only Open Balances** to see only open balances or **Activity – Including Zero Balances** to see all activity, including items that have been paid and closed.



e. Click **Run**.

The screenshot shows the 'Customer Statement Rpt' form. At the top right, there is a 'Run' button highlighted with a green arrow. Below it are 'Report Manager' and 'Process Monitor' links. The form includes a 'Run Control ID' field with the value 'Test' and a 'Language' dropdown set to 'English'. The 'Report Request Parameters' section contains fields for 'From Date' (07/01/2020), 'To Date' (10/22/2020), 'Business Unit' (AR001 - University Of Vermont), and 'SetID' (SHARE - CORPORATE SETID). There are also sections for 'Select Customer Set' (Customer Type: 1, Customer: b0002003 - Vermont Teddy Bear Company) and 'Select Report Type' (radio buttons for 'Activity - Only Open Balances' and 'Activity - Including Zero Balances'). At the bottom, there are several utility buttons: Save, Return to Search, Previous in List, Next in List, Notify, Refresh, Add, and Update/Display.

6. The Process Scheduler Request page will appear. Click **OK** to return to the Report Request Parameters page.

The screenshot shows the 'Process Scheduler Request' dialog box. It includes fields for 'User ID' (tjbarker) and 'Run Control ID' (Test). Below these are fields for 'Server Name', 'Recurrence', and 'Time Zone'. To the right, there are fields for 'Run Date' (10/22/2020) and 'Run Time' (6:59:42AM), along with a 'Reset to Current Date/Time' button. A 'Process List' table is shown below:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	UV_CUSTST	UV_CUSTST	Application Engine	Web	TXT	Distribution

At the bottom of the dialog, there are three buttons: 'OK', 'Cancel', and 'Refresh'. The 'OK' button is highlighted with a green arrow.



- The report will be kicked off when the OK button is clicked, but *it will not run through the Process Monitor*. To retrieve the PDF of this report, you must navigate to the Report Manager. Make note of the Process Instance, then click the **Report Manager** link.

Status Bar

Customer Statement

Run Control ID Test Report Manager Process Monitor Run

Language English

Report Request Parameters

From Date: 07/01/2020 To Date: 10/22/2020

Business Unit: AR001 University Of Vermont

SetID: SHARE CORPORATE SETID

Select Customer Set

Customer Type 1 (Required):

Note: Specify Multiple Customers with Wildcard (%)

Customer: 00002003 Vermont Teddy Bear Company

Select Report Type

Activity - Only Open Balances Activity - Including Zero Balances

Save Return to Search Previous in List Next in List Notify Refresh Add Update/Display

- A list page will open. Click the **Refresh** button until two report lines appear for the Process Instance listed. To retrieve the report, select the report with a **.pdf** extension.

Status Bar

List Explorer Administration Archives

View Reports For

Folder Instance to Refresh

Name Created On Last 1 Days

Reports

Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 UVCUSTST - UVCUSTST.pdf	UVCUSTST - UVCUSTST.PDF	General	10/22/20 7:00AM	4460276	4835865
2 UV_CUSTST	UV_CUSTST	General	10/22/20 7:00AM	4460275	4835865



9. On the following screen, click the **link to the .pdf file**.

WorkCenter Report Index

Report

Report ID 4460276 Process Instance 4835865 [Message Log](#)
 Name XMLP Process Type XML Publisher
 Run Status Success

UVCUSTST - UVCUSTST.pdf

Distribution Details

Distribution Node PSXREP2 Expiration Date 01/20/2021

File List

Name	File Size (bytes)	Datetime Created
UVCUSTST.pdf ←	818	10/22/2020 7:00:51.889937AM EDT
UVCUST_TJBARKER_4835865.csv	82	10/22/2020 7:00:51.889937AM EDT

Distribute To

Distribution ID Type -Distribution ID
 User tjbarker

[Return](#)

10. When run for “Activity – Only Open Balances,” the resulting output will appear as follows:

Page 1 of 1

CUSTOMER ACTIVITY FOR THE PERIOD FOR THE PERIOD Jul 1, 2020 to Oct 22, 2020

Customer ID: [REDACTED]

[REDACTED]

Opening Balance as of Jul 1, 2020: 238,030.48

Date	Invoice/Item	Inquiry #	Type	Payment ID	Debit Amt	Credit Amt
07/27/2020	[REDACTED]	802-656-1477	PY	CK-4738		238,030.48
08/14/2020	[REDACTED]	802-656-1477	IN		183,906.36	
09/03/2020	[REDACTED]	802-656-1477	PY	CK-4742		183,097.31

Amount Due/ Closing Balance as of Oct 22, 2020: 809.05

The UVM General Accounting Office is the central billing area for charges originating in other university departments. If you have general questions about this statement, please contact us at: general.accounting@uvm.edu. For specific questions, please call the phone number, to the right of the Invoice/Item ID, that you're inquiring about. Thank you.



NOTE: if there are no open balances at the end of the time period you have selected, no report will generate.

11. When run for “Activity - Including Zero Balances.” the resulting output will appear as follows:


Page 1 of 1

The University of Vermont

CUSTOMER ACTIVITY FOR THE PERIOD FOR THE PERIOD Jul 1, 2018 to Nov 30, 2018

Customer ID: [REDACTED]

[REDACTED]

[REDACTED]

Opening Balance as of Jul 1, 2018: 1,959,570.89

<u>Date</u>	<u>Invoice/Item</u>	<u>Inquiry #</u>	<u>Type</u>	<u>Payment ID</u>	<u>Debit Amt</u>	<u>Credit Amt</u>
08/01/2018	[REDACTED]	802-656-1477	PY	LB-0001965607		1,959,570.89
08/15/2018	[REDACTED]	802-656-1477	IN		1,893,298.55	
08/29/2018	[REDACTED]	802-656-1477	PY	LB-0001969888		1,893,298.55
09/18/2018	[REDACTED]	802-656-1477	IN		1,933,477.72	
09/26/2018	[REDACTED]	802-656-1477	PY	LB-0001974212		1,933,477.72
10/12/2018	[REDACTED]	802-656-1477	IN		2,039,400.02	
10/17/2018	[REDACTED]	802-656-1477	PY	LB-0001978180		2,039,400.02
11/19/2018	[REDACTED]	802-656-1477	IN		2,044,994.39	
11/28/2018	[REDACTED]	802-656-1477	PY	LB-0001984853		2,044,994.39

Amount Due/ Closing Balance as of Nov 30, 2018: 0.00

The UVM General Accounting Office is the central billing area for charges originating in other university departments. For general questions about your account, please contact: general.accounting@uvm.edu

Analyzing the Report

1. The customer Name and Address are linked to the unique Locations set-up for each customer. If a customer has two addresses, two statements would be generated with invoices, payments, and maintenance entries based on the Address selected at the time of invoice creation.
2. The “Opening Balance” is the balance on the customer’s account prior to the period for which you’ve run the report. The “Amount Due/Closing Balance” is the sum of all debit and credit amounts and the “Opening Balance.”
3. The “Date” and “Invoice/Item” columns show details on the invoice or other AR transaction.



- 4. The “inquiry #” is associated with what was entered on the individual invoice during creation.
- 5. “Type” (or entry type) refers to the nature of the transaction. The following table shows the “Types” that may appear on the report and a description of what they mean:

Entry Type	Description	Frequency Used
IN	Invoice	Often
CR	Credit Invoice	Often
PY	Payment	Often
MT	Maintenance	Often
OA	On-account payment	Occasional
RC	Refund Credit	Occasional
WO	Write-off	Occasional
WOC	Write-off credit	Occasional
WAU	Write-off an underpayment	Occasional
WAO	Write-off an overpayment	Occasional
AU	Adjust underpayment	Rare

- 6. “Payment ID” is used on payment Entry Types (such as PY or OA). The Payment ID is assigned when the payment is recorded in PeopleSoft. Typically it will start with the method of payment followed by the customers check number or date received. Details follow in the table below:

Payment Type	Typical Payment ID Format
Check	CK-check number
Credit Card	CC-date from credit card merchant, can include dept name
Electronic Funds Transfer/ACH/Wire	EFT-date received in the bank
Lockbox Receipt – Automatically recorded in PeopleSoft	LB-check number
Lockbox Receipt – Manually recorded in PeopleSoft	LBX-date received in the bank

- 7. “Debit Amt” and “Credit Amt” fields are populated with the balances for each line. Any positive balance is in the Debit column (this is what the customer owes us) and any negative balance is in the Credit column (these are offsets to what the customer owes).

Running Detail to Excel

It may be helpful to run the Customer Statement Report to Excel.

- 1. To do this, run the report as described in the [section above](#).
- 2. Make note of the run control ID used to kick off the process:



Customer Statement Rpt

Customer Statement

Run Control ID Test Report Manager Process Monitor Run

Language English

Report Request Parameters

From Date: 07/01/2020 To Date: 10/22/2020

Business Unit: AR001 University Of Vermont

SetID: SHARE CORPORATE SETID

Select Customer Set

Customer Type 1 (Required):

Note: Specify Multiple Customers with Wildcard (%)

Customer: [Search]

Select Report Type

Activity - Only Open Balances Activity - Including Zero Balances

Save Return to Search Previous in List Next in List Notify Refresh Add Update/Display

3. After the report runs to PDF in the Report Manager, click on the **UVM Business Mgr WorkCenter** tile on the **UVM Employee Homepage**.



4. Click the **Arrow** icon to expand the **Queries** menu and the **AR & Billing Queries** menu to view frequently used AR & Billing related queries. Then select **UVCUSTST**
5. You will be asked to provide the netID of the user who ran the Customer Statement Report and the run control ID:

Query Viewer

UVCUSTST - Customer Statement Report

User ID [Text]

Run Control ID [Text]

View Results

Row	Unit	Customer	Line	Entry	Deposit	Payment	Document	Due	Acctg	Status	Name	Status	Type	Location	Address	Address	Address	Address	City	Postal	Crtry	Address	Address	Address
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	



6. Click **View Results**
7. Download the results to Excel by clicking the **Excel Spreadsheet** link. All customers and dates included in the original run control will be in the Excel file. If you have run the process twice with the same run control, the most recent run's data will be included.

Non-Sponsored Accounts Receivable Activity Query

The *UV_ACTLS_DTL_ACCTS_RCV* query can be run for a period of time, customer, or chartfield value to see what activity has been processed against the non-sponsored accounts receivable account (11001). Most often, this will be for Billing (BI) or Accounts Receivable (AR) transactions. The query results will detail invoice and payment information. If you run the unpaid items query and do not see an invoice you thought was open, you can run the *UV_ACTLS_DTL_ACCTS_RCV* query for the customer and time period to see what payment or maintenance would have closed the amount.

External Billing Revenue Reversal Query

The *UV_AR_REVENUE_REVERSALS* query is run for a customer type, accounting period and, optionally, by Billing Business Unit. It will return the results of accounts receivable balances that were deemed uncollectible and written off as bad debt to the department who initiated the invoice.

BI - Adjusting Posted Invoices

This section describes how to create credits or adjust bills in Billing, if you find while monitoring your department's receivables that a credit memo, discount, or refund is needed.

Adjusting Entire Bill (CredBill and CredBill/Rebill)

It is very important to use caution with this process. If you need to issue a credit for an entire invoice, use the CredBill option. CredBill/ReBill functionality will reverse an invoice and create an exact duplicate of it with new accounting dates. This can be helpful when you have agreed with your customer that their invoice payment terms have changed.

Credit Entire Bill (CredBill)

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.





3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Adjust Entire Bill**.
 - a. Select your Billing **Business Unit** using the **Look Up**  button icon.
 - b. A specific **Customer** or **Invoice** may be entered, or leave the fields blank to search all values.
4. Click **Search**.
5. Select the invoice to be adjusted by clicking the hyperlink in the Search Results.

6. When the Adjust Entire Bill criteria appears, select the **Credit Entire Bill** radio button under Select Bill Adjustment Action.
7. For the **Adjustment Reason**, use the **Look Up**  button to select “CR” (Credit Memo).
8. Click **Save**.



9. A Credit Bill ID will be assigned.

UVM Business Manager

Adjust Entire Bill

Unit BI001 Bill To 00001019 Sodexo Inc.
 Invoice UFS-0002292 Invoice Amt 1,000.00 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill UFS-0002299 Header Info 1
 Rebill Bill NEXT Header Info 1

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason CR

Save **Return to Search** **Notify** **Refresh**

10. Click the **Header Info 1** link to access the Credit Bill.

11. The Header Info 1 tab will show that the amount is now a credit and the bill status is RDY (Ready). The Line Info, Line Notes, and the chartstring information are copied from the original invoice.

12. Click the **Notes** link.

Standard Billing

Header - Info 1 **Line - Info 1**

Unit BI001 Invoice UFS-0002299 Pretax Amt -1,000.00 USD

Status RDY Invoice Date Cycle ID MONTHLY
 *Type UFS Source *Frequency Once
 *Customer 00001019 **View Activity**
 *Invoice Form Sodexo Inc. From Date 08/01/2020 To Date 08/31/2020
 Accounting Date CRYSTAL Pay Terms IMMED
 Bill Inquiry Phone 802-656-1477

Go to: Header Info 2 Address Copy Address
 Notes Express Entry Attachments

Summary Bill Search Line Search Navigation Header - Info 1 Page Series Prev Next

Save **Return to Search** **Notify** **Refresh** **Add** **Update/Display**

Header - Info 1 | Line - Info 1



13. Enter a note indicating the invoice you're crediting and the reason, and click **Save**.

Standard Billing

Unit BI001 Bill To 00001019 Pretax Amt -1,000.00 USD
Invoice UFS-0002299 Sodexo Inc.

Customer Notes

Bill Header Notes 1 of 1 View All

Standard Note Flag Std Note

Internal Only Flag Note Type

Note Text:
Credit Invoice UFS-0002292 |
227 characters remaining

Go to: Header Info 2 Address Copy Address
Notes Express Entry Attachments

Summary Bill Search Line Search Navigation Header - Note Page Series
Prev Next

Save Return to Search Notify Refresh Add Update/Display

Header - Info 1 | Line - Info 1 | Header - Note

14. Use the Navigation dropdown to select "Header – Info 2."

Standard Billing

Unit BI001 Bill To 00001019 Pretax Amt -1,000.00 USD
Invoice UFS-0002299 Sodexo Inc.

Customer Notes

Bill Header Notes 1 of 1 View All

Standard Note Flag Std Note

Internal Only Flag Note Type

Note Text:
Credit Invoice UFS-0002292
227 characters remaining

Go to: Header Info 2 Address Copy Address
Notes Express Entry Attachments

Summary Bill Search Line Search Navigation Header - Note Page Series
Prev Next

Save Return to Search Notify Refresh Add Update/Display

Header - Info 1 | Line - Info 1 | Header - Note

- Acctg - AR Offset
- Acctg - Contract Asset
- Acctg - Contract Liability Dst
- Acctg - InterUnit Payables
- Acctg - Rev Distribution
- Acctg - Statistical Info
- Acctg - InterUnit Exp/Inv
- Address Info
- Courtesy Copy Addr
- Disc/Surch Contract Liability
- Disc/Surcharge
- Disc/Surcharge Distribution
- Header - AR Distribution
- Header - Credit Card
- Header - Info 1
- Header - Info 2**
- Header - Misc Info
- Header - Note
- Header - Order Info
- Header - Note



- On the Header-Info 2 tab, select the “CR” Entry Type using the **Look Up**  button. “CR” may already be populated from your selections at the Adjust Entire Bill screen, but it’s important to confirm because this will drive the accounting entries and ensure the Accounts Receivable history is updated correctly.

- Click **Save** and return to the **Header Info 1** tab.
- Save a Pro Forma copy for your records, if needed.
- Change the Invoice Form field from CRYSTAL to **NOPRINT** via the **Look Up**  button.
- Save** the Invoice.
- After the invoice is entered as above, notify FRAS to process a Maintenance Worksheet which will link the credit and debit together in the AR system. If the credit was generated on an invoice that was paid, a refund request form should be submitted to FRAS.

Credit & Rebill (CredBill/Rebill)

- If using the **Credit & Rebill** functionality, use the same Adjust Entire Bill page as described in [steps 1-5 above](#) to find the invoice you would like to adjust.
- On the Adjust Entire Bill selection page:



- a. Select the “**Credit & Rebill**” radio button in the Select Bill Adjustment box.
- b. For the “Rebill Default Action,” leave the selection as “**Retain Original Invoice Value.**”
- c. Populate the Adjustment Reason as “**CR**”.

UVM Business Manager

Adjust Entire Bill

Unit BI001 Bill To 00002860 UVM Foundation
Invoice UFS-0002269 Invoice Amt 6,598.40 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill NEXT
Rebill Bill NEXT Header Info 1

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason CR

Save Return to Search Previous in List Next in List Notify Refresh

- 3. Click **Save**.
- 4. A Credit Bill and Rebill Bill ID will be assigned. Access both invoices using the **Header Info 1** links next to the IDs.

UVM Business Manager

Adjust Entire Bill

Unit BI001 Bill To 00002860 UVM Foundation
Invoice UFS-0002269 Invoice Amt 6,598.40 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill UFS-0002300 Header Info 1
Rebill Bill UFS-0002301 Header Info 1

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason CR

Save Return to Search Previous in List Next in List Notify Refresh



5. The Rebill Bill can be manipulated for notes or additional information to be sent to the customer. See the [Entering an Invoice section](#) for instructions.
6. After the invoices are entered as above, email FRAS a completed [Customer Maintenance Request form \(Excel\)](#) to link the credit and the original debit together in the AR system. This will leave the new invoice as the one that is open.

Issuing a Partial Credit

To issue a partial invoice discount, create an invoice as described in the [Entering an Invoice section](#) with the below modifications.

1. When entering the amount to invoice on the Line – Info 1 tab, **use minus signs** in front of the amounts.
2. The Invoice Form should be set to **NOPRINT** before setting the invoice status to RDY. You can create a Pro Forma for your records before doing this.
3. A **Header Note** indicating the invoice you’re crediting and the reason is needed.
4. The **Entry Type** on the Header Info 2 tab needs to be populated as “CR.” See the [Adjusting an Entire Bill section](#) for detailed instructions.
5. [Validate your invoices.](#)
6. After the credit invoice is entered as above, email FRAS a completed [Customer Maintenance Request form \(Excel\)](#) to link the partial credit and debit together in the AR system and leave the new balance.

After credits, rebills and partial credits are validated, Financial Reporting & Accounting Services will post the invoices. Detailed information on this can be found in the [Billing and Accounts Receivable Accounting Transactions section.](#)

Billing and Accounts Receivable Accounting Transactions

Invoices initiated in the Billing module will not automatically post to a department’s budget or in the General Ledger. These transactions are created when FRAS runs the posting processes. These processes are scheduled once a month approximately five business days following the “month is closed” email on the CATSKILL listserv. Additional runs can be done upon department request by emailing FRAS. Tentative dates of both the monthly and supplemental invoice runs can be found in the [Financial Reporting & Accounting Dates & Deadlines page.](#)

When the posting process is run, three things occur:

1. Your budget in Commitment Control gets updated by the sum of the invoices you’ve entered.
2. Your chartstring receives a journal entry in the General Ledger for the invoice amounts. The offset to Accounts Receivable (account 11001) will be created in this journal entry.
3. An amount is posted on the customer’s account in the Accounts Receivable module.



On the PeopleSoft or Axiom budget reports, the transactions from the Billing module will be designated with a Journal Source of "BI." Journal entries processed in the General Ledger will start with "BI-----" as well.

Find Invoices Associated with a BI Journal

1. Log in to [PeopleSoft Financials](#)
2. On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



3. Click the **Arrow**  icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Review Entries by Journal**
4. Enter the **Journal ID** and/or **Line Number**.
5. Click the hyperlink of the desired Journal in the Search Results.

Accounting Entries by Journal

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit = UVM01

Journal ID begins with BI00307562

Journal Date =

GL Journal Line Number =

Ledger begins with

Search **Clear** Basic Search Save Search Criteria

Search Results

View All 1-100 of 107

Business Unit	Journal ID	Journal Date	GL Journal Line Number	Ledger
UVM01	BI00307562	06/30/2018	1	ACTUALS
UVM01	BI00307562	06/30/2018	2	ACTUALS
UVM01	BI00307562	06/30/2018	3	ACTUALS
UVM01	BI00307562	06/30/2018	4	ACTUALS
UVM01	BI00307562	06/30/2018	5	ACTUALS



- Click the Invoice hyperlinks to review the invoice detail.

Find BI Journal Associated with an Invoice

- Log in to [PeopleSoft Financials](#)
- On the **UVM Employee Homepage** click on the **UVM Business Mgr WorkCenter** tile.



- Click the **Arrow** icon to expand the **Links** and **Billing/Customer Accounts** menus to view frequently used AR & Billing related links. Then select **Review Entries by Invoice**.
- Enter the Billing **Business Unit** and the **Invoice** number.
- Click the invoice ID hyperlink in the Search Results.



6. The Journal ID will appear on the Journal Information tab.

UVM Business Manager

Review Entries by Invoice

Unit: BI001 Invoice: UFS-0001888 Invoice Amt: 74,138.22 USD

Accounting Entries

1-4 of 6 | View All

Accounting Information Transaction Amounts Discounts/Surcharge **Journal Information** Reference Information

GL Unit	Acctg Date	Type	Account	Tax Authority	Journal ID	Line #	Journal Date	Status	Entry Event
UVM01	06/30/2018	Accounts Receivable	11001		BI00307562	13	06/30/2018	D	
UVM01	06/30/2018	Recognized Revenue	60009		BI00307562	104	06/30/2018	D	
UVM01	06/30/2018	Accounts Receivable	11001		BI00307562	13	06/30/2018	D	
UVM01	06/30/2018	Recognized Revenue	60009		BI00307562	104	06/30/2018	D	

Total Debits: 74,138.22 USD Total Credits: -74,138.22 USD

Return to Search Notify

Frequently Asked Questions

I enter a lot of invoices for my department. Is there a way to upload invoices from Excel?

Yes, please contact FRAS for details on how to use an Excel-based upload tool.

I have a payment schedule with a single customer where the amounts and information don't change. Is there a way to set this up in PeopleSoft to avoid manual entry?

Yes, please contact FRAS for details on how to use the recurring or installment bill functionality.

My department has a system to manage customer activity related to our contracts, MOUs, and/or agreements. The system can produce a text file with details on what is billable. Can I use that to load into PeopleSoft's Billing module?

Yes, please contact FRAS for details on how to do this.



Am I able to attach additional information to an invoice for future reference?

Yes, in the **Standard Billing** page, there is an *Attachments* hyperlink. By clicking on it, you will be brought to another tab called *Header Documentation*. You are able to use the *Upload* button to be brought to a Browse screen to find a document to attach. These files are **not** printed at the time FRAS processes the invoice; they are only for internal documentation purposes.

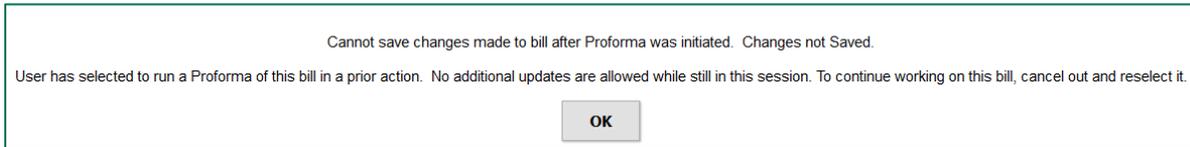
Note: The invoice must be saved and have an invoice number prior to attaching any additional documentation.

The screenshot shows the 'UVM Business Manager' interface for a 'Standard Billing' page. The 'Header - Info 1' tab is active. The page displays various fields for invoice information, including Unit (BI001), Invoice (NEXT), Pretax Amt (0.000), Status (NEW), Invoice Date, Cycle ID, *Type, Source, *Frequency (Once), *Customer, *Invoice Form, From Date, To Date, Accounting Date, Pay Terms, and Bill Inquiry Phone. A green arrow points to the 'Copy Address Attachments' link in the navigation area. Other navigation options include 'Go to: Notes', 'Header Info 2', 'Express Entry', 'Address', 'Line Search', and 'Summary'. Buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display' are visible at the bottom.

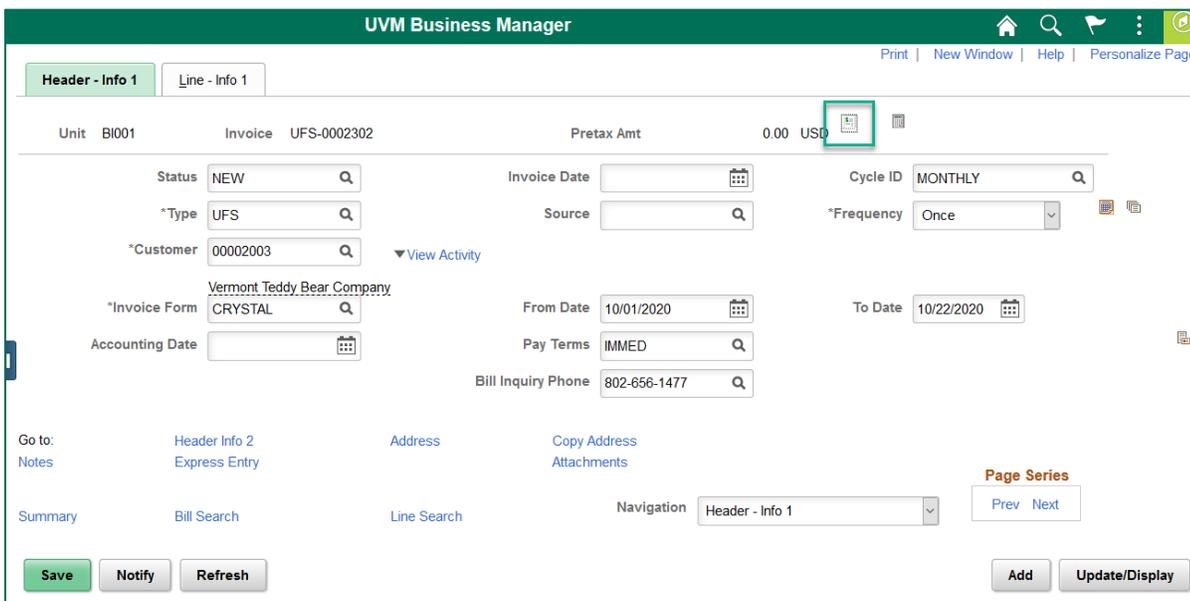
The screenshot shows the 'Supporting Documentation' page, specifically the 'Header Documentation' tab. The page displays 'Business Unit BI001' and 'Invoice UFS-0002302'. A table with columns for 'Document Description', 'Attached File', 'Internal Only', 'Upload', and 'View' is shown. A green arrow points to the 'Upload' button in the table. A 'File Attachment' dialog box is open, showing a 'Browse...' button and 'Upload' and 'Cancel' buttons. The dialog box also displays 'No file selected.' and a 'Help' link.



When I try to save my unprocessed invoices, I receive an error message that changes cannot be saved to a bill after Proforma was initiated. What do I do?



This message means you either purposely or inadvertently clicked the “Pro Forma” icon on the Standard Billing Header-Info 1 page, as shown below. Clicking this icon causes any subsequent changes entered to be lost, and it should not be used.



Am I able to charge my customer’s tax in the Billing module?

Yes, you are able to add a bill line with the appropriate tax chartstring in the billing module. UVM has not implemented functionality to calculate tax in the bill, however. You must calculate the amount owed and work with Tax Services as you normally would.

How do I know when my customer pays their invoice? If it is received by the lockbox or by Treasury Services, will I be notified of payment?

To find customer payment details for a period of time, you can run reports, queries, or an inquiry in the AR module detailed in the [AR section](#) of this user guide.

Due to the volume of payments, you may not be notified when a payment is received through the lockbox or by Treasury Services. Treasury Services will deposit checks that are received directly in their office if they are able to identify the invoice that the check pays. This happens frequently and is done in



order to get the money into the bank as soon as possible. If they receive a check, electronic payment, or lockbox failure/exception that they are not able to match to an open receivable and process automatically, a transmittal will be requested.

Appendix A: Processing Billing and Accounts Receivable by Journal Entry

Entering billing and AR activity via journal entry should be limited only to non-recurring customers or infrequent or low-dollar value transactions. Pre-requisites: access to and training on preparing journal entries in PeopleSoft General Ledger. For more information, see the [Journal Entry user guide \(PDF\)](#).

Steps for Processing Billing by Journal Entry

1. Create a detailed customer invoice that contains:
 - a. An invoice header that clearly references the University of Vermont. Often, customers will not pay suppliers unless all information matches the most recent W9.
 - b. Your department's complete mailing address and phone number
 - c. A statement that the check is payable to UVM or the University of Vermont and mailed to your department per the Endorsement guidelines in the [Securing and Depositing of Cash Receipts University Operating Procedure \(PDF\)](#).
 - d. Good(s) or service(s) provided
 - e. Invoice number (if at all possible, make the invoice number the General Ledger Journal Entry ID)
 - f. Due Date
 - g. Dollar Amount
 - h. Net terms: never greater than 30 days

See the [approved invoice template \(Excel\)](#) for reference.

2. Create a PeopleSoft journal entry. It must contain the following:
 - a. Journal header description must contain the invoice number, customer name, and goods or services provided
 - b. Journal class on the header tab = "AR"
 - c. Journal line description must contain the customer name
 - d. Debit (+ entry) AR Account 11450, function 000 and credit (- entry) the departmental account (i.e., 4xxxx or 6xxxx)
 - i. Because you are billing an external entity, you should **not** use Internal Charge (IC) accounts.
 - ii. If you are requesting a reimbursement of internal expenses (8xxxx), your entry should not credit the expense; instead, you should credit a revenue account.
 - iii. You will be unable to credit sponsored projects (project business unit = GCA01). The ability to record billing and accounts receivable transactions within the General Ledger is limited to external customers for non-sponsored activity.



- iv. You may credit gift or endowment chartstrings for reimbursement of expense only after consulting with FRAS. At no time can you credit a gift or endowment chartstring for revenue.
- e. The rest of the chartstring for both lines is the departmental chartstring.
- f. Reference number field is the invoice due date (**mm/dd/yyyy**). It is important this is properly formatted to perform aging on unpaid invoices at a later time.

Payments Received for Receivables Booked via Journal Entry

If your billing activity is processed in the General Ledger via journal entry, you will record subsequent payment against the AR created. When payment arrives, use a [standard cash transmittal sheet \(Excel\)](#) to credit the AR account chartstring (account 11450, function 000). Reference the journal entry ID associated with the customer invoice.

Find your AR transactions by running the UV_GL_JRNL_INQUIRY_CF_DESCRS query by account 11450 and the rest of your chartstring. This query will bring in the journal class, header description, line reference, and line description, which contain information pertinent to the customer, invoice, due date, etc.

Past Due, Delinquent, and Uncollectible Invoices

When using the General Ledger to book receivables, aging must be done manually to determine which customers have past due, delinquent, or uncollectible invoices. Definitions and time thresholds of what constitutes “past due”, “delinquent,” and “uncollectible” invoices can be found in the [University Operating Procedure \(PDF\)](#). The department must age its receivable balances from the General Ledger and promptly perform collections with its customers at the time the balances become past due. In the event a receivable is outstanding 120 days or more, it may be considered uncollectible and the General Ledger transaction will be written off as bad debt to the department’s chartstring. ***There is no central allowance for bad debts for non-sponsored organizations’ billings.***

Resources/Help

Help/Footprints

If you have questions about information in this document, or, if after reading it, you cannot find the information you need, please submit a PeopleSoft help desk ticket in [Footprints](#).

Policies/UOPs/Reference documents

- [Accounts Receivable and Billing – Non-Student, Non-Sponsored External Customers University Operating Procedure \(PDF\)](#)
- [Accepting Payment Cards and eCommerce Payments Policy \(PDF\)](#)



- [Cash Receipts, Securing and Depositing of University Operating Procedure \(PDF\)](#)
- [Guide to Setting Up a Revenue-Generating Activity](#)

Training

- [UFS Roadshow Topics \(PDF\)](#)
- [Professional Development & Training Classes](#)

Relevant UVM Departments

- [Financial Reporting & Accounting Services](#): For general questions about recording and processing non-sponsored billing and accounts receivable activity
- [Treasury Services](#): For questions relating to cash deposits and electronic payment receipt
- [Tax Services](#): For guidance on collecting and remitting taxes from customers
- [Financial Analysis & Budgeting](#): For guidance on income/expense activities and establishing appropriate MOUs and rates for billing

Suggestions? Updates?

Send an email to PS9-1Upgrade@uvm.edu.