Oracle: Advanced Accounts Receivable Invoicing
Virtual Course Basics

All Participants Muted
Use ‘Chat’ if experiencing technical difficulties or for periodic instructor led Q&A

Mandatory Course Workbooks
Access your Course Workbook: https://ucsd.co1.qualtrics.com/jfe/form/SV_1SuvMofqkEtjy8R

Login to Oracle
Oracle Training Environment: https://ekgs-dev6.fa.us2.oraclecloud.com/

Practice Exercises & Office Hours
Practice exercises provide step-by-step guidance for users and weekly office hours are available to support learning. Training Resources: https://blink.ucsd.edu/finance/fis-project(fin-training.html)

Take 3 minutes to access your course workbook and complete the trainee information. Then try to login to the training environment.
Target Audience

Department staff who prepare invoices to send to External Customers

OFC Roles Needed:
AR Invoice Entry; AR Inquiry and Reporting
Topics **Not** Covered in this Training

**Project/Contract Accounts Receivable:**
Oracle: Advanced Concepts in PPM Project Billing
Next offered: June 1\textsuperscript{st}/3\textsuperscript{rd} at 10:30-11:30am

**Processing **Internal** Recharge Billing:**
Oracle: Advanced Concepts in General Project Recharges
Next offered: June 4\textsuperscript{th}/10\textsuperscript{th} at 10:30-11:30am

To register and view updated offerings visit:
https://blink.ucsd.edu/finance/fis-project/fin-training.html
Course Outline

➢ Accounts Receivable at UC San Diego
➢ Introduction of the UCSD Accounts Receivable Policy
➢ Applying Multiple Revenue Distributions
➢ QUIZ Question #1
➢ QUIZ Question #2
➢ EXERCISE #1 – Create an Invoice
➢ PPM Generated Invoices and Credit Memos
  ➢ How do they get into Receivables?
  ➢ Can I view brief Contract/Project details on the invoice once in Receivables?
➢ Customer Balance Inquiry
➢ Reporting
➢ QUIZ Question #3
➢ Summary & Closing
# Accounts Receivable at UC San Diego

<table>
<thead>
<tr>
<th>Topic</th>
<th>Information</th>
</tr>
</thead>
</table>
| **Scope**                           | • **Includes**: External entity receivables, contracts & grants, clinical services, non-patient billing from UC San Diego Health, other miscellaneous receivables, and employee receivables.  
• **Excludes**: Medical Center billing through Epic, gifts (Foundation & Regents), student accounts receivables, intercampus billing or recharges through UC Financial Control, internal recharges, Campus retail operations. |
| **Customers**                       | • Customer setup and maintenance is managed centrally by the Accounts Receivable Office.                                                                                                                   |
| **Creating & Processing Invoices**  | • **Billing address**: All invoice templates in the financial system must use the university’s common billing address to ensure monies are collected centrally to be properly applied and reconciled to open receivables. The *department may not use their department address for billing nor directly collect any amounts due.*  
• **Billing terms**: Net 30. Billing contact information must be indicated in any agreements for services and/or goods between UC San Diego and external organizations. |
| **Cash Receipts**                   | • Departments are responsible for claiming receipts, *including providing documentation to support any claim* to unclaimed payments.                                                                         |
| **Aging of Receivables and Collection Process** | • Collections is a shared responsibility between the Accounts Receivable Office and the department.  
• Each department incurs the financial risk and assumes the liability for all unpaid past due balances.  
• The accounts receivable office may modify past due invoices to add late fees. |
| **A/R Subledger**                   | • Reconciliation of A/R subledger to general ledger is performed by the Accounts Receivable Office.                                                                                                         |
Accounts Receivable Policy

Purpose
Establish governing guidelines for how the organization will handle the collection of monies due for services and goods provided. Sets standards and best practices to proactively manage receivables.

Customer Creation
Customers can only be created and managed by the Accounts Receivable Office staff with the appropriate credentials in the financial system. Requests to create new customers should be routed by departments to the Accounts Receivable Office.

Payment Methods
Outline acceptable payment methods (i.e. Cash, Checks, ACH, etc.) and define how miscellaneous receipts will be recorded. Establish centralized payment depositories for the organization business lines. Departments are prohibited from collecting payments.

Centralized Lockbox
Lockbox is a depository controlled by the bank. Payments received via Lockbox are deposited to the respective organization account and the payment information is provided to the organization for recording within the financial system. Collection process is streamlined minimizing delays.

Aging of Receivables & Collections Process
At 120 days without settlement of the delinquent balance due, the Accounts Receivable Office will send the invoice to the designated collection agent. Introduction of application of late fees to delinquent accounts.

Recharges and Reporting
Billing for intercampus and inter-department transactions will not be processed in the Receivables work area in the financial system; these transactions will be processed within PPM. Billing/Collections/Accounting reports are accessible within the system to aid in managing Receivables, providing reports, and making business decisions.
Accounts Receivable Landscape

- **All Setup and Maintenance**
  - Receivables
    - Submit customer setup request form
  - Customer Billing
    - Create customer account and any necessary sub accounts
  - Collections
    - Update customer information
  - Customers
    - Invoice adjustments
    - Credit Memo
    - Recurring Billing

- **Establish customer account**
  - Invoice
    - Create/edit an invoice
  - Review Customer Account Balances
  - Invoice adjustments

- **Receive payment**
  - Apply payment to receivable
  - Unapplied Payment

- **Reconcile accounts**
  - Receivables to General Ledger Reconciliation
  - Review and correct variances
  - Manage accounting period
  - Unapplied Credits

- **Collections**
  - Monitor AR aging report
  - View/assign collection status
  - Create and deliver past due notices
  - Create customer statements

- **Reporting**
  - Accounting Reports
  - Billing Reports
  - Receivables Balances Reports
  - Reconciliation Reports
  - Collection Reports
  - Issue Refund
  - Miscellaneous Receipts
Invoices Posting to Multiple Revenue Chart Strings

➢ Invoices
  ✓ Provide services or goods
  ✓ Record in financial system

➢ What if services were provided by two different departments or business lines?
  ➢ Can both receive revenue?
  ➢ How do I record the split revenue in OFC?
## OFC In-System DEMO

### Source A

### Source B

### Edit Distributions

<table>
<thead>
<tr>
<th>Line Numbe</th>
<th>Detail Line Numbe</th>
<th>Account Class</th>
<th>Distribution</th>
<th>Accounting Date</th>
<th>Percentage</th>
<th>Amount (USD)</th>
<th>Accounted Amount (USD)</th>
<th>Distribution Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Receivable</td>
<td>1619:1.3037:969992c:124501:000.00</td>
<td>04/16/2020</td>
<td>100.0000</td>
<td>1,500.00</td>
<td>1,500.00</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>Revenue</td>
<td>1619:1.3037:969992c:440000:000.00</td>
<td>04/16/2020</td>
<td>100.0000</td>
<td>500.00</td>
<td>500.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Revenue</td>
<td>1619:1.3037:969992c:440000:000.00</td>
<td>04/16/2020</td>
<td>100.0000</td>
<td>1,000.00</td>
<td>1,000.00</td>
<td></td>
</tr>
</tbody>
</table>

[Save and Close] [Cancel]
Test & Practice What You’ve Learned

QUIZ Question
#1 & #2

EXERCISE
Project Portfolio Management (PPM) & Receivables

- Work area within OFC where Sponsored Research, Contracts and other Projects will be budgeted, managed, and accounted for
- How do they get into Receivables?
  - Invoices and Credit Memos are generated within this PPM area and through an automated Scheduled Process within the system, will be brought into the Receivables work area
- Can I view brief Contract/Project details on the invoice once in Receivables?
  - Contract/Project details are connected and viewable through an icon on the Invoice
| Transaction Number | Transaction Source | Transaction Class | Transaction Type | Complete | Bill-to Customer | Entered Amount | Transaction Date | Business Unit       | Original Transaction Number | Transaction Notes |
|-------------------|-------------------|------------------|-----------------|----------|-----------------|----------------|------------------|-------------------|------------------------|---------------------|------------------|
| 60                | CONTRACT IN...    | Invoice          | PA Invoice      | Yes      | National Science Found... | 50.00 USD     | 4/7/20           | UCSD CAMPUS        |                        |                     |
| FIS-769.2         | CONTRACT IN...    | Credit Memo      | PA Credit Memo  | No       | NIH NATL INST OF ALL... | 100.00 USD    | 10/15/19         | UCSD CAMPUS        | 5                      |                     |
| 11                | CONTRACT IN...    | Invoice          | PA Invoice      | Yes      | Disneyland       | 579.00 USD     | 10/10/19         | UCSD CAMPUS        |                        |                     |
| 58                | CONTRACT IN...    | Invoice          | PA Invoice      | Yes      | National Science Found... | 555.00 USD    | 3/31/20          | UCSD CAMPUS        |                        |                     |
Review Transaction: Invoice 60

General Information
- Business Unit: UCSD.CAMPUS
- Transaction Source: CONTRACT INVOICES
- Transaction Type: PA Invoice
- Transaction Number: 60
- Document Number:
- Status: Complete

Transaction Details
- Transaction Date: 4/7/20
- Accounting Date: 5/1/20
- Currency: USD - US Dollar
- Transaction Total: 50.00
  - Lines: 50.00
  - Tax: 0.00
  - Freight: 0.00
  - Charges: 0.00

Customer
- Bill-to Name: National Science Foundation (NSF)
- Bill-to Site: 1
- Ship-to Name: National Science Foundation (NSF)
- Ship-to Site: 132801

Payment
- Payment Terms: IMMEDIATE
- Due Date: 4/7/20

Invoice Details

<table>
<thead>
<tr>
<th>Line</th>
<th>Item</th>
<th>Description</th>
<th>Memo Line</th>
<th>UOM</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USD</td>
<td></td>
<td>EA</td>
<td></td>
<td>1</td>
<td>50</td>
<td>50.00</td>
</tr>
</tbody>
</table>
Customer Balance Inquiry

OFC In-System

DEMO
Reporting

**A/R Aging Report**
Outstanding Invoices by buckets

Customer Account Status Report
View Invoices & Payments by Customer Account

Reports and Analytics

Filter: All types, aging

Create

- AR aging report
  - /shared/Financials/AR

- Collections Aging by Collector 7 Bucket Report
  - /shared/Financials/Collections/Aging

- Collections Aging 4 Bucket Data Model
  - /shared/Financials/Collections/Aging/Data Models

Reports and Analytics

Filter: All types, customer

Create

- Delinquent customer report
  - /shared/Financials/Collections/Templates/invoice/week_6

- Generate Invoices Data Model
  - /shared/Financials/Collections/Billing/Data Models

- Generate Invoices Execution Report
  - /shared/Financials/Collections/Billing

- Customer Account Status Report
  - /shared/Financials/Receivables/Accounting/Receivables/Balances/Receivables/Balances
Test What You’ve Learned

QUIZ
Question #3
Summary

• The Accounts Receivable Policy
  • Outlines best practices for Accounts Receivable operations at UC San Diego
  • Invoices may be created within the system to post to multiple revenue chart strings
  • Invoices and Credit Memos from the PPM sub-ledger are brought into the Receivables sub-ledger through an automated Scheduled Process within the background
    • Project details are preserved/maintained and accessible on the imported Invoice/Credit Memo
• There are multiple ways to access Customer Balances within OFC
• Reporting & Analytics Tools provide access to various Receivables and Customer reports
Accounts Receivable Beginning to End Process

A/R setup and maintenance
- Submit customer setup request form
- Create/edit an invoice
- Apply payment to receivable
- Receivables to General Ledger Reconciliation
- Monitor AR aging report
- Accounting Reports

Establish customer account
- Create customer account and any necessary sub accounts
- Review Customer Account Balances
- Apply payment to customer account
- Review and correct variances
- View/assign collection status
- Billing Reports

Invoice
- Invoice adjustments
- Unapplied Payment
- Manage accounting period
- Create and deliver past due notices
- Receivables Balances Reports

Receive Payment
- Credit Memo
- Unapplied Credits
- Create customer statements
- Reconciliation Reports

Reconcile Accounts
- Recurring Billing
- Miscellaneous Receipts
- Create write-off
- Collection Reports

Collections
- Issue Refund

Reporting
QUESTIONS?
Training and Support

Attending Office Hours

Attend an Office Hour session any Friday 8:30-9:30am
Learn more @ https://blink.ucsd.edu/finance/fis-project/fin-training.html

Office Hours
Trainers are available to answer groups questions & provide hands on instruction

Oracle Training Environment, featuring WalkMe
Training environment access through go-live; utilize WalkMe to guide you through practice exercises and homework

Budget, Finance, & Payroll
Use the Services and Support portal - https://support.ucsd.edu/services - to search the knowledge base for answers or enter a ticket directly