

THE UNIVERSITY OF NEW MEXICO

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# Non-Student Accounts Receivable (Non-Student A/R)

## USER MANUAL

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## **Non-Student Accounts Receivable User Manual**

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# Non-Student Accounts Receivable Overview

## *Banner Terminology*

**Aging Report**—This is a report that lists the outstanding invoices due for each customer, with a total balance due for the customer. The Aging report is broken into categories that indicate how long each invoice has been outstanding.

**Apply Payment**—The process of matching up a payment from a customer with one or more of their specific outstanding invoices.

**Billing Address**—The customer's address to which UNM sends invoices and any required collection correspondence. A customer may have more than one billing address.

**Block**—A collection of records in a Banner form that are grouped together for ease of entry and review.

**Charge**—A single Non-Student A/R transaction that will both create an invoice (billing) for a customer and generate revenue for a UNM Department.

**Collection**—The process of formally contacting a customer to request payment because an invoice that has been delinquent past a specified time limit.

**Customer**—In Banner, each customer has at least one customer number, but some customers may have more than one customer number (i.e. Lovelace).

**Customer ID Number**—A unique 9-digit identifier that is related to the company's billing information. For Non-Student A/R on HSC, this number will begin with a "Y", which represents the Health Sciences Center. An example is Y00000193. For Main Campus, this number will begin with an "N".

**Detail Code**—A unique 4-digit identifier that represents the specific Banner index and account where this transaction will be posted. In Non-Student A/R, detail codes always start with a letter. On HSC Campus the first letter is always "Y". Examples are YA03 or YB10. On Main Campus, the first letter will always begin with an "N". All charges must have a detail code, which prints an associated description on the invoice.

**Form**—Forms are the different screens available in Banner. Each form has a 7-letter name, such as TFADETL. Forms may be used for reviewing information or for data entry and are organized to present similar information together on the screen to create a convenient "view" of the data.

**Field**—One piece of data contained within a Banner record. For example, the detail code is one field in each transaction record, another field is the amount.

**Record**—A set of fields that contain information about one Banner transaction. For example, a record could represent a charge from the bookstore, which contains many fields such as description, date and amount.

## **TFADETL – Form for entering charges in Non-Student A/R Module**

Save Rollback Insert Record Enter Customer Number Next Block Enter Query Execute Query Print Enter Detail Code

Oracle Developer Forms Runtime - Web Open > TFADETL

File Edit Options Block Item Record Query Tools Help

Account Detail Form TFADETL 8.1.1 (BANP)

ID:  Credit Limit:

User: SEBEGAY Holds:

Charges/Payments Deposits Memos Comments

Detail Code:  Pay Num:

Address Type:  Sequence:  Doc Num:

Units:  Trans Paid:

Rate:  Trans Num:

Amount:  Receipt:

Balance:  Text:

Source:

Dates/Invoice Feed/Cashier Cross Ref

Effective:  Invoice Number:

Transaction:  Bill:

Due:  Invoice Paid:

Statement:  Entry: 28-SEP-2010

Effective:  Invoice Number:

Transaction:  Bill:

Due:  Invoice Paid:

Statement:  Entry:

Query Balance Account Balance Amount Due Memo Balance NSF Receipt?

.00  .00  .00  .00 0 N

Name; Enter a name Last, First, Middle and press enter or tab. Use the wildcard "%" if needed.

Record: 1/1 ... <OSC>

Query Balance Only- Must scroll to end

Status Line: Provides Field Information

Account Balance Due

Outstanding Balance Due

## ***Basic Process Overview***

The Health Sciences Center uses the Non-Student Accounts Receivable (Non-Student A/R) process in Banner as the only accepted method for departments to bill outside entities. Departments should not mail any other types of invoices to customers. If a department only occasionally bills outside entities, they can send a mock invoice to the Accounts Receivable Coordinator and the Financial Services Office will create a Banner invoice for them. A centralized A/R billing function also creates one central place for all University billings to external entities to be documented for recordkeeping and audit purposes.

In order for the Non-Student A/R Module to correctly reflect the balance due for each customer, all payments on invoices must be centrally processed by the Financial Services Office, where the payment can be properly applied against the correct outstanding invoice. Centralized payment processing also allows for timely reporting of amounts due from customers and accurate aging reports that enable departments to monitor their progress in collecting payment from their customers.

Much of the correspondence between the Financial Services office and the UNM departments that create Non-Student A/R invoices happens through e-mail. If you have a change in staffing or assignment of duties, please be sure to let the Accounts Receivable Coordinator know so that the e-mail address contact for your department can be updated.

## ***Invoicing, Aging Reports, and the Collection Process***

### **○ Invoicing Customers**

1. HSC invoices customers on the 1st and 16th of the month.. There are three billings for the month of June – 11<sup>th</sup>, 21<sup>st</sup>, July 1<sup>st</sup>. Main Campus invoices customers on the 1st of the month.
2. On the 15<sup>th</sup> of the month and the last business day of each month, the Non-Student A/R system will close for one day to allow for invoices to be printed on the following day. By the third day following the A/R system close, all invoices will be mailed to the customers by the Accounts Receivable Coordinator.
3. Each department that submitted invoices through Non-Student A/R will receive an electronic copy of their invoices plus any backup that was mailed, as a .pdf file by the third day following the A/R close.
4. All invoices with a credit balance, a zero balance, as well as those with notes stating “Do Not Send,” will automatically be rejected and not mailed. Those rejected invoices are for department and Financial Services office records.
5. If a credit needs to be mailed to the customer, please work closely with the Accounts Receivable Coordinator to provide the correct information and a special letter will be created and sent to the customer with the credit.

### **○ Aging Reports**

6. By the third business day of the month, each department will receive an aging report via e-mail. Aging reports can also be obtained on your own through Hyperion – see the *Reference Materials* section for more information.
7. **Review your aging report.** Compare the aging report to the current invoices that were received to ensure that the department received copies of all invoices sent to customers. If the department is missing an invoice stated on the aging report, please request a copy from the Accounts Receivable Coordinator by e-mail.

- **Collection Process**

8. Departments should initiate contact with a customer to inquire about the status of any invoice older than 60 days.
9. Collection letters will be focused on invoices older than 60 days.
10. At various times throughout the month, the A/R Coordinator will draft collection letters, and e-mail those to the department for review. The department will be given a deadline for replying with any changes.
11. The collection letter, along with a copy of the original invoice and any backup, will be mailed on the day following the deadline for changes, with a copy also e-mailed to the department for their records.

### ***Adding New Customers***

- **How do you get a Customer ID number?**

Send an e-mail to the Accounts Fiscal Services Supervisor at HSC Financial Services Office, or the Main Campus Accountant 3 with the following information:

- Company's Name
- Attention to (if any)
- Billing Address
- Company's phone number
- If the customer is federally funded—If federally funded will need to go through Pre-Award

The Fiscal Services Supervisor or Accountant 3 will reply by return e-mail with the Company's new customer number. All Customer numbers are nine digits. On the HSC Campus, all start with the letter "Y", for example Y00000103. On Main Campus, all start with the letter "N".

- **What does the "Y" or "N" stand for in the customer number?**

Those that start with the letter "Y" represent the Non-Student Accounts Receivable customers being billed from HSC. The "N" represents the Non-Student Accounts Receivable customers being billed from Main Campus. There are many different types of customers – for example, those beginning with a number "1" are for Accounts Payable's use. Always use a customer number that begins with a letter "Y" on HSC, or an "N" on Main Campus. Contact the Fiscal Services Supervisor on HSC or the Accountant 3 on Main Campus by e-mail to create a new customer number if needed.

- **What is the difference between a BI address and a BU address?**

The "BI" address is the "Billing" address used by the Non-Student A/R module to produce invoices that are mailed to that company's billing address with the current charges. Accounts Payable uses the "BU" address for generating payment to vendors, and Banner will not produce invoices for charges with a "BU" address. This choice is made in the "Address Type" field in the TFADETL form; **always use the "BI" address.**

## ***Adding New Detail Codes***

- **Do I have to have a Detail Code to post charges?**

Yes, all charges must have a detail code to provide an automatic description on the invoice and to determine which index and account code to credit for the department's revenue.

- **Can I change the description when I'm posting?**

Yes, you can add or delete information that is in the description field by moving the cursor into the description field and typing what you want to appear on the invoice.

- **How do I obtain a Detail Code?**

By contacting the Fiscal Services Supervisor by e-mail for HSC or the Accountant 3 for Main Campus and providing an index number for revenue and a description of the type of charges to be posted, such as "printing copies" or "cremation."

- **Can I have more than one Detail Code?**

Yes, each major charge description can have its own detail code, though it is not suggested for a one-time use. Multiple detail codes can have the same index number or different index numbers. It depends on the needs of the department. Discuss your department's needs with the Accounts Receivable Coordinator.

## ***Monthly Deadlines***

The following schedule shows the proposed processing deadlines, which will be adjusted to avoid weekends and holidays.

<b>NSAR Processing Deadlines</b>			
<b><u>Day of each Month</u></b>		<b><u>Function to be completed</u></b>	<b><u>Completed by</u></b>
<b><u>Mid</u></b>	<b><u>End of</u></b>		
<b><u>month</u></b>	<b><u>Month</u></b>		
14th	29th	Deadline for entering invoices to process	Department Staff
15th	Last day	Non-Student A/R Invoices closed for month	A/R Coordinator
16th	1st	Customer invoices printed	A/R Coordinator
19th	3rd	Customer invoices mailed out	A/R Coordinator
19th	3rd	Scanned copies of invoices e-mailed to Department	A/R Coordinator
		Departments receive monthly aging report	
N/A	3rd	via e-mail	A/R Coordinator

# Procedures for Entering New Customer Charges

## *Identify the Customer Number*

1. From the Banner main menu, type in the form name **TFADETL**. Bypass any unneeded screens by closing them until you get to the form TFADETL.
2. Type the Customer ID # in the “ID” Field. The company’s name will automatically populate in the next field, if it does not, hit the <enter> key.
3. If the Customer ID # is unknown:
  - a. Click on the drop down arrow next to “ID” field.
  - b. An option box will appear. Place your cursor on the “Non-person Search” and click only once.
  - c. The FOICOMP form will appear, click cursor into the field under “Name” and type in a key word and % sign on the end or on both ends. The % sign is a wildcard character in Banner and Hyperion. (Example: University% or %University%).
  - d. Click on “Execute Query” button.
  - e. Find the correct title and look for the 9 digit number that starts with a “Y” or “N”. **Note:** the letter “Y” is identified as Health Science Center. The letter “N” is identified as Main Campus – you should not use a customer that does not have a “Y” or “N” ID number. Contact the Accounts Receivable Coordinator by e-mail with customer name and billing address.
  - f. Double click on the “Y” or “N” number in the left hand column; this will automatically take you back to the previous TFADETL form and will bring the customer ID number with it.
  - g. If you want to query a different Customer ID number, click on the “Query” button and it will clear your screen to start over.

Drop Down Arrow

Option Box-Will Appear

Select "Non-Person Search"



Type %Customer Name% to see  
all NSAR customers' names

4. Click on the “Next Block” button. This will jump to the second section (block) of the form, where you can review or enter records.
5. If it’s a new customer this record will be blank. If this customer has been invoiced before, postings will appear as in the next example.
6. The most recent posting will always appear on top and the oldest posting will always appear on the bottom (use scroll bar).
7. The highlighted section is the focused record. Use the up and down arrow keys to move between records. There will always be two records in view; the highlight indicates the record being worked on.
8. To create a new charge record (posting):
  - a. Click the “Insert Record” icon.
  - b. This will create a blank highlighted field where you can key in a new charge (posting).
  - c. Type the correct detail code into the “Detail Code” field; the description for that detail code will automatically populate. You can type over this if you want to create your own description for this charge, or you can add more information about this charge in Document Text, which is described later. Note: Don’t forget the HIPAA rules regarding protected health information when typing information about individuals.
  - d. Hit the tab key to move to the next field. In the “Address type” field make sure this states “BI” for Billing address. Note: If it does not, you have the wrong customer or the wrong address. Sometimes you will see a BU address, do not use this address as it will not generate an invoice.

Insert Record

Oracle Developer Forms Runtime - Web: Open > TFADETL

File Edit Options Block Item Record Query Tools Help

Account Detail Form TFADETL 8.1.1 (BANP)

ID: Y00000804 Salazar & Son Credit Limit: Holds: User: SEBEGAY

Charges/Payments Deposits Memos Comments

Detail Code: Y002 OMI - Cremation		Pay Num:
Address Type: BI	Sequence: 1	Doc Num:
Units: 9.000000		Trans Paid:
Rate: 150.000000		Trans Num: 165
Amount: 1,350.00		Receipt:
Balance: 1,350.00		Text: Y
Source: T		

*First Record in View - Most Recent*

Detail Code:		Pay Num:
Address Type:		Doc Num:
Units:		Trans Paid:
Rate:		Trans Num:
Amount:		Receipt:
Balance:		Text:
Source:		

*Second Record in View*

Dates/Invoice		Feed/Cashier	Cross Ref
Effective:	31-AUG-2010		Invoice Number
Transaction:	31-AUG-2010		
Bill:	31-AUG-2010		S1539568
Due:	30-SEP-2010		Invoice Paid
Statement:	31-AUG-2010		
Entry:	31-AUG-2010		

Query Balance	Account Balance	Amount Due	Memo Balance	NSF	Receipt?
1,600.00	9,900.00	9,900.00	.00	0	N

Enter- Detail  
Code

New "Highlighted" field  
appears; when inserting a  
new record

## Enter Charges

9. There are two options to post charges: by unit cost or in total.
  - a. Option #1- Quantity multiplied by unit cost. Tab to the “Units” field and enter the number of units (quantity). Then, tab to the “Rate” field and enter the unit cost (cost of single item). If you tab to the “Amount” field, Banner will automatically populate the total amount.
  - b. Option #2 – Total amount only. Tab through all fields to the “Amount” field, type in dollar amount.
10. Tab to “Doc Number” field. This is an optional field that will print on the left side of an invoice for each charge. Enter a document # or reference to something, for example, a PO number.
11. Tab through or click on the “Invoice number” field on the far right side of the form and select one of the options below:
  - a. Option A – New Invoice number. Type in the word “NEXT”, and hit the tab key. This will generate a new number.
  - b. Option B – Multiple postings/charges on the same invoice number. Type in the exact invoice # that you want this charge to be displayed on (used when adding to or crediting an existing invoice).
12. **Check your work.** Either make corrections now, or start over by clicking on the Record Menu, then click Clear to erase all fields in this record.
13. Click the “SAVE” button (once you click on “save,” it will remain in Banner forever, regardless of whether it is correct or an error).

Charge Amount Option #1 – Units & Rate (Here is 5 units @ \$20.00) = Automatic Total

The screenshot shows the 'Account Detail Form: TFADET1 0.0.1 (BANK)' in Oracle Developer Forms Runtime. The form is divided into several sections. At the top, there are fields for 'ID' (Y00000004), 'Salazar & Son', 'User' (TSHOE), and 'Credit Limit'. Below this is a tabbed interface with 'Charges/Payments' selected. The 'Charges/Payments' section contains two main blocks. The first block is for 'Detail Code: Y002' and 'OMI - Cremation'. It has fields for 'Address Type' (BI), 'Sequence' (1), 'Units' (6.000000), 'Rate' (125.000000), 'Amount' (750.00), 'Balance' (750.00), and 'Source' (T). The second block is for 'Detail Code: Y405' and 'MH-PPD-Automotive Rep'. It has fields for 'Address Type' (BI), 'Sequence' (1), 'Units' (5.000000), 'Rate' (20.000000), 'Amount' (100.00), 'Balance' (100.00), and 'Source' (I). To the right of these blocks are fields for 'Pay Num', 'Doc Num', 'Trans Paid', 'Trans Num', 'Receipt', and 'Text'. Further right is a 'Dates/Invoice' section with fields for 'Effective', 'Transaction', 'Bill', 'Due', 'Statement', and 'Entry'. To the right of this is a 'Cross Ref' section with fields for 'Invoice Number' and 'Invoice Paid'. At the bottom of the form, there are summary fields: 'Query Balance' (1,500.00), 'Account Balance' (6,550.00), 'Amount Due' (6,550.00), 'Memo Balance' (.00), 'NSF' (0), and 'Receipt?' (N). Arrows from the text above point to the 'Units' and 'Rate' fields in the second block, and the 'Doc Num' field. Another arrow points to the 'Invoice Number' field in the 'Cross Ref' section.

Doc Num – Your Document reference #, will appear on the invoice

Invoice Number - type either NEXT or existing invoice #

## Charge Amount Option #2 – Enter amount only

After saving, click this button to enter Document Text

## Enter Document Text

14. Document Text is the part of a record that allows you to insert comments on the invoice below the charge/posting information.
15. Click on the yellow icon, next to the “Text” field in the center of the record.
16. This will open a new form. Type in your comments and make sure the box to the right of the test line is checked to ensure it will print on the invoice. Note: if you need to type multiple lines, you will need to click on each line to move down. Also, don’t forget the HIPAA rules regarding protected health information when typing information about individuals.
17. Click on “save” icon. Click on “return” button on bottom right of screen, this will return you to the previous TFADETL form. Once you have completed all of your invoices, exit the screen by clicking on the small “X” in the upper right hand corner of your screen.  
(There is a sample of the Document text screen on the next page.)

## Entering Another Charge Record

18. If you need to continue with other invoices, select one of these options:
  - a. If using the **same** customer number, start with instruction #8 above, to enter a new record.
  - b. If the invoice is for a **different** customer, select the “Roll Back” button. This will take you to the top block (section) where you will input a different Customer ID number and follow same instructions.

## Document Text Screen

Oracle Developer Forms Runtime - Web: Open > TFADETL

File Edit Options Block Item Record Query Tools Help

Account Data Form: TFADETL: 3.0.1 (BAND)

ID: Y00000004 Salazar & Son Credit Limit: Holds:

User: TSHOE

Additional Text: TFADETL: 3.0.1 (BAND)

Detail Code: YA05 UH-PPG-Automotive Repairs Transaction Number: 349

Additional Text

Print

Type in Text (Optional)

Must be checked to print on invoice

"Return" - to TFADETL form

## Close the Session

1. When all charges have been entered for the day, you must close out your session (batch) so that it will post the revenue. From the Banner main menu, type in the form name **TGACREV**
2. Type in your NetId in the "**Session User**" field, tab to "**Session Number**" field, this number should be **zero**, if not, change it to zero.
3. Click on "**Save**" icon
4. Click the "**Next Block**" icon twice to move your cursor to the bottom block that shows the summary information for your session's charges.
5. Click on the "**Options**" menu to look at more information about this session:
  - a. **Review Cashier Session Detail** – A review of what you have posted for this session; you can print the screen if you want a copy for your records.
  - b. **Display Totals** – A total of the closing session. Compare your totals to your total invoice amounts to catch any errors.
  - c. **Display User Sessions** – Listing of all the previous sessions closed under the user's name. You can view any previous session by using the number to the left, click on rollback, and go back to step 2 above and input the session number in the "Session Number" field, click "save" and it will pull the information only from that session.
6. On the Options menu, click on "**Close Session.**"
7. Check the status line on the bottom left corner for confirmation that your session was closed. Exit form by the "X" button in the inner screen.



Step 1:	Step 2:	Step 3:	Step 4:
Enter NetID	Session Number (Always 0)	Save	Next Block (twice)

**Step 5:** Options      **Step 6:** Close Session      **Step 8:** Exit Screen

**Step 7:** View Status line for confirmation that session was closed

## Payment Processing

### *Where to send payments for depositing*

All checks must be delivered to the appropriate Financial Services office (HSC or Main Campus),.. No checks should be left unattended at any time. Do not forward checks via inter-campus mail. All checks must be delivered in person. University policy states that any monies received shall be deposited the next business day unless the funds total less than \$50, in which case they must be deposited within a week.

### *Application of payments*

- **How do invoices go from Unpaid to Paid?** When a department receives funds (check, electronic wire, etc.) for payment on Non-Student A/R invoices, those funds must be applied (deposited) by the Financial Services office in order for the payment and the invoice to be matched up.
- **What if the check amount is different than the invoice amount?** A payment that cannot be matched up with a specific invoice will be “generally applied,” meaning that it will be shown as a general payment on account and will reduce the customer’s overall balance due. However, if a payment is not matched up with the correct invoice, that invoice remains on the aging report as unpaid and the department is charged for the bad debt percentage on any outstanding invoices.  
There are three possible scenarios when payments are applied:
  1. Direct application: The amount of the check exactly matches the invoice.
  2. Over-payment: The amount of the check exceeds the invoice indicated. The remaining amount is applied as a general payment on account, not to a specific invoice.
  3. Short-payment: The amount of the check is less than the amount of the indicated invoice. The balance of the invoice remains outstanding.
- **How do you determine where the funds will be applied?** The application of payments is first based on any instructions received from the customer. If there is no clear indication of which invoice the check is supposed to pay, then the payment is just applied as a general payment on account and the department is asked to contact their customer for instructions on where to apply they funds. Once the department has instructions from the customer, then the department must send those instructions to the Accounts Receivable Coordinator, who will ensure that another member of the Financial Services office corrects the application of the payment. Paying multiple invoices on one check is acceptable. It is also acceptable to combine payments for several customers on one check.
- **What if the funds are applied to the wrong invoice in error?** Contact the Accounts Receivable Coordinator if you have found that the funds were applied incorrectly, or if you need a copy of the check to discuss with the customer if they have a question about how the funds were applied. It is possible to make corrections to where payments have been applied.

# Accounts Receivable Aging Reports & Collection Process

## Sample Aging Report

### Aging Report Descriptions

- (1) The date will reflect actions from the day before, for example, this date states May 2, 2007. The activity reflects from May 1, 2007.
- (2) Department Name
- (3) Customer Name and ID number
- (4) Invoice numbers with blank Invoice dates, means that the charges have been posted in the Banner module, but not yet mailed to the customer.
- (5) The first collection letter is reviewed and prepared from the 61-90 day column.

TBRH001B		University of New Mexico Health Sciences Center Unrestricted Aging Report as of May 02, 2007							Run Date: 05/03/07 02:32 PM	
Invoice Number	Invoice Date	Category	Age in Days	0 To 30 --Days--	31 To 60 --Days--	61 To 90 --Days--	91-120 --Days--	121 + --Days--	New Charges Pending Invoice	Total Balance
<b>BIO - Biotech/Genetics</b>										
Lovelace Respiratory Research Institute (ID: Y01244319)										
S0257025	03/01/2007	BIO	34	\$0.00	\$1,816.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,816.00
S0257026	03/01/2007	BIO	34	\$0.00	\$140.00	\$0.00	\$0.00	\$0.00	\$0.00	\$140.00
S0257027	03/01/2007	BIO	34	\$0.00	\$592.00	\$0.00	\$0.00	\$0.00	\$0.00	\$592.00
S0257028	03/01/2007	BIO	34	\$0.00	\$96.00	\$0.00	\$0.00	\$0.00	\$0.00	\$96.00
S0257029	03/01/2007	BIO	34	\$0.00	\$848.16	\$0.00	\$0.00	\$0.00	\$0.00	\$848.16
S0257030	03/01/2007	BIO	34	\$0.00	\$692.00	\$0.00	\$0.00	\$0.00	\$0.00	\$692.00
S0297411	04/03/2007	BIO	4	\$306.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$306.00
S0297410	04/03/2007	BIO	4	\$60.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$60.00
S0297409	04/03/2007	BIO	4	\$690.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00
S0276732	04/03/2007	BIO	4	\$496.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$496.00
S0276729	04/03/2007	BIO	4	\$80.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80.00
S0276730	04/03/2007	BIO	4	\$16.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16.00
S0297412	04/03/2007	BIO	4	\$534.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$534.00
S0276728	04/03/2007	BIO	4	\$80.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80.00
S0276731	04/03/2007	BIO	4	\$112.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$112.00
S0297413	04/03/2007	BIO	4	\$820.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$820.00
				\$3,194.00	\$4,464.16	\$0.00	\$0.00	\$0.00	\$0.00	\$7,658.16
Scientific Laboratory Division (ID: Y01112559)										
S0297412		BIO		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$142.50	\$142.50
S0276733	04/03/2007	BIO	4	\$766.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$766.25
				\$766.25	\$0.00	\$0.00	\$0.00	\$0.00	\$142.50	\$908.75
State of New Mexico (ID: Y01244344)										
S0257031	03/01/2007	BIO	34	\$0.00	\$201.25	\$0.00	\$0.00	\$0.00	\$0.00	\$201.25
				\$0.00	\$201.25	\$0.00	\$0.00	\$0.00	\$0.00	\$201.25
Total BIO				\$3,960.25	\$4,665.41	\$0.00	\$0.00	\$0.00	\$142.50	\$8,768.16
GRAND TOTAL				\$3,960.25	\$4,665.41	\$0.00	\$0.00	\$0.00	\$142.50	\$8,768.16



### ***“Past Due” Collection Letter process***

1. The collection letters will be focused on the invoices with past-due balances over 90 days old.
2. At various times throughout the month, collection letters will be generated and e-mailed to the department for approval.
3. These letters are not for the customers at this time, please do not mail, fax or scan letters, they are for department approval only.
4. If you do not want a collection letter generated for a specific invoice, you will need to contact the Accounts Receivable Coordinator by e-mail with specific reasons why. Departments requesting that collection letters NOT be sent must contact the Accounts Receivable Coordinator by the deadline that is provided when the letters are sent for approval.
5. If you do not notify us by the deadline, we will assume that the letters are correct, thus indicating your silent approval. The collection letter, along with a copy of the original invoice and any backup, will be mailed on the business day following the deadline.
6. An exact copy of the customer’s collection letter will be kept on file in the Financial Services Office and will be e-mailed to the department for their records.

### ***Departmental Role in Collection Process***

Since charges originate within the individual departments, each department is ultimately responsible for collecting funds owed to them. While the Financial Services office can help departments to identify needed information and be a resource, the best customer service will come from the department. The department staff members are the ones who understand the customer’s issues and concerns. Ideally the final outcome should be due to the efforts of the department in resolving any issues.

Please review the columns of the aging report for any invoices over 60 days old and resolve them with your customers. Being especially aware of these past-due balances will help identify non-payment issues in the early stages of the collection effort.

### ***Bad Debt Calculation and Policy***

Because customers sometimes do not pay their debts, the University must create a reserve for uncollectible charges called the Bad Debt Reserve. Each quarter, the Financial Services office will calculate the amount that each department will be charged for their share of the Bad Debt Reserve based on the department’s unpaid customer invoices. The calculation is based on a combination of the amount and how long the invoice has gone unpaid (its age). An invoice entered on May 1<sup>st</sup> and unpaid on May 31<sup>st</sup> is 31 days old.

Typically, the Bad Debt calculation formula is as follows:

<u>Age of invoice:</u>	<u>% of Amount Reserved in Bad Debt</u>
0-30 days	2%
31-60 days	25%
61-90 days	50%
91-120 days	75%
Over 120 days	100%

When a charge is moved to the Bad Debt Reserve, it is assumed that this charge is still owed to the University, but that collection on the debt is unlikely. If there is a collection on the debt once the charge has been moved to the bad debt reserve, the department's bad debt expense will be credited in the next quarter.

### ***Contracted Collections and Legal action***

If the Department, in conjunction with Financial Services, has exhausted all avenues to collect outstanding amounts owed via collection letters, phone calls, etc., then the involvement of a collection agency and/or legal action by the University's attorneys will be implemented on a progressive basis.

First, if the invoice or invoices in question have been outstanding longer than 150 days, then a contracted collection agency will be employed to take over collection efforts.

Second, as a last resort, if the collection agency's efforts fail, attorneys from UNM or a contracted firm will be utilized for legal proceedings if deemed necessary.

### **Researching Items in Banner**

There are several ways to find out if an invoice as been paid, as discussed in the following sections defined by the Banner form used. Payments using detail code "YP01" are payments applied directly to an invoice. "YP08" payments belong to that customer, but Financial Services couldn't find one specific invoice to apply it against, so it was applied only as a general payment on account.

#### Query Invoices in TGIACCD: (when you have one data element, like Invoice #)

From the main Banner menu, go to the TGIACCD form and scroll across to the "Invoice Number" column. Click in the field and type in your invoice number. Click on the "Execute Query" icon. Scrolling across the form will display information on this invoice. If the amount and balance columns are the same, then a payment or a deduction has not been made. If the balance column is zero or the amount has been reduced, then it reflects that either a payment or a credit has been applied towards that invoice.

#### Query in TFIAREV: (when you have the customer ID number)

From the main Banner menu, go to the TFIAREV form. Enter customer ID number, and click "next block." This will give you a full listing of the invoices created and payments applied for that customer ID number. You can also enter and execute a query here if you are looking for more specific information, such as payment details (Detail code YP%)

### Query in TFADETL: (when you have the customer ID number)

From the main Banner menu, go to the TFADETL form. Input the customer ID number and click “next block”. Click on the “Enter Query” icon. You can query by detail code, amount, check number, invoice number, transaction number, or any combination of these. Click the field(s) you want to query on, and type in the information. Click the “Execute Query” icon. That record’s information will be displayed. Look in the balance field, if there is an amount then money is still owed; if it is zero then the payment has been received or credit issued.

## **Departmental Procedures and Recordkeeping**

1. Keep a list of the customer numbers and detail codes that your department uses. Each time you request a new customer number or detail code, be sure to add that to your list.
2. Set up a file for each customer. Keep departmental copies of your Non-Student A/R billings and any correspondence in the customer’s file.
3. The Financial Services office uses the following system for each customer’s 6-part folder:
  - i. Copies of checks
  - ii. Copies of invoices
  - iii. Log of correspondence regarding collection letters
  - iv. Copies of collection letters
  - v. Copies of credits
  - vi. Internal Correspondence

## **Customer Dispute Resolution**

Department members need to respond quickly to any customer’s questions about their invoices from UNM. If the customer disputes a charge, and the department does not settle the dispute with the customer and notify the Accounts Receivable Coordinator in a timely fashion, then the department’s revenue will be reversed and the invoice will be moved to the Bad Debt Reserve account. If the disputed billing issue is subsequently resolved and the invoice is paid, the correction can be made and the department’s revenue will be restored.

## **Customer Adjustments, Credits and Refunds**

Every credit must be connected to another invoice, so you will need to have the invoice transaction number (“Trans Num”) that you want to apply the credit to. Credits are not normally sent to customers, so if you want a copy of the credit mailed, you must contact the Accounts Receivable Coordinator.

Refunds are issued only by the Financial Services office. If a refund needs to be sent to a customer, you must contact the Accounts Receivable Coordinator for HSC, or the Fiscal Services Tech for Main Campus.

## ***Instructions for entering credits in Banner:***

If you do not apply the credit to the correct invoice in steps #5 & #6 below, it will apply against the oldest outstanding invoice and create more of a problem. This is very important – call the Accounts Receivable Coordinator for HSC or the Fiscal Services Tech for Main Campus for help if you have questions!

1. From the main Banner menu, go to the TFADETL form. Enter the customer ID number and click next block.
2. Look for the original charge where you are going to apply the credit and note the detail code, the invoice number and the Trans Num.
3. Insert a record, and enter the same detail code as the original charge.
4. Tab to the amount field, and enter the amount of the credit as a negative number, such as “-10.00”
5. Tab to the Trans Paid field and enter the Trans Num of the original transaction that you want to apply this credit towards.
6. Tab over to the Invoice Number field on the far right side of the screen and enter the invoice number from the original charge – do NOT create a new invoice number by typing NEXT.
7. Click Save. Click on the Document text box and type in a reason for the credit, making sure that there is a checkmark in the “PRINT” column on the right side.
8. Send an e-mail to the Accounts Receivable Coordinator to inform her that you have entered a credit that needs to be sent to the customer.
  - a. If you absolutely do not want the customer to receive the credit, type “DO NOT MAIL” in the top of the document text. Make sure there is a checkmark in the PRINT column to the right.
9. Click the Save icon, then click return at the bottom right of the screen. Exit the form.

## **Sending Invoices to University Hospital**

Due to the fact that the University is all one big, complex legal entity, any invoices from a UNM department to the University Hospital must be accounted for specially. **All charges to University Hospital must be entered into Banner by ONLY the Accounts Receivable Coordinator – NO EXCEPTIONS.** University Hospital is not obligated to pay any invoices except those sent by the Accounts Receivable Coordinator.

## ***Banner Access Roles Needed***

1. Log in to my.unm.edu and select the Employee Life tab. In the Banner Applications channel (box), there is a link under the Banner Resources section to the “Banner Authorization Requests.”
2. Log in to the Banner Authorization Requests using your NetID and password, then locate and be sure that you have selected the roles for:
  - **Department Accounts Receivable Processor** – to enter new charges
  - **Department General Inquiry**– to access reports in E-print and Hyperion.

### ***Quick List of Banner Forms (Screens):***

#### **Non-Student accounts receivable module forms:**

<u>Form</u>	<u>Form Name</u>	<u>Purpose</u>
TFADETL	Account Detail Form	To enter new charges
TGACREV	Cashier Session Review Form	To close your session
TGIACCD	Account Detail Query Form	Query invoice or detail code
TFIAREV	Account Detail Review Form	Query customer activity
TFAACCT	Account Review Form	Current customer balance due (Billing Date Aging info only!)

#### **Finance forms:**

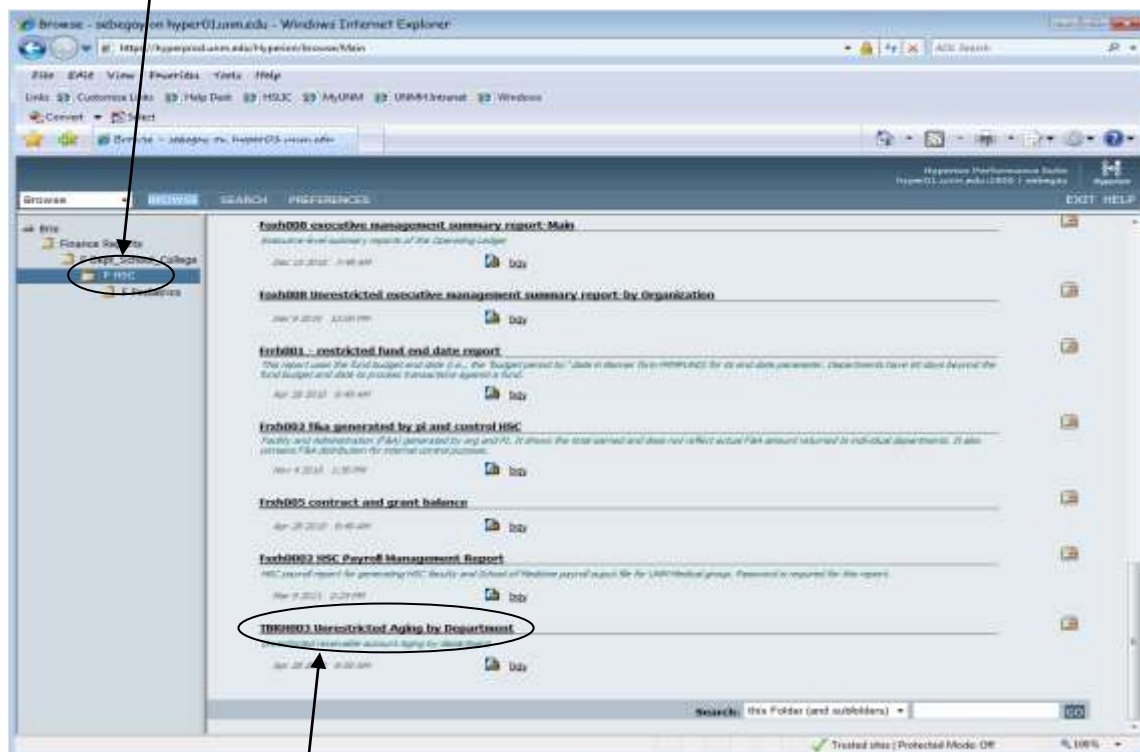
<u>Form</u>	<u>Form Name</u>	<u>Presents view of:</u>
FGIBDST	Budget Status	Year to date revenue and expense balances
FGITRND	Detail Transactions	Individual revenue and expense transactions

## Hyperion Reports – A/R Aging Report

Hyperion is one of the reporting tools for Banner and is the application that creates the A/R aging report. The information in Hyperion is exactly the same as what appears in Banner, except that Hyperion's data comes from a central database, the ODS, that is only refreshed at night. So Hyperion shows yesterday's information, whereas Banner is real-time.

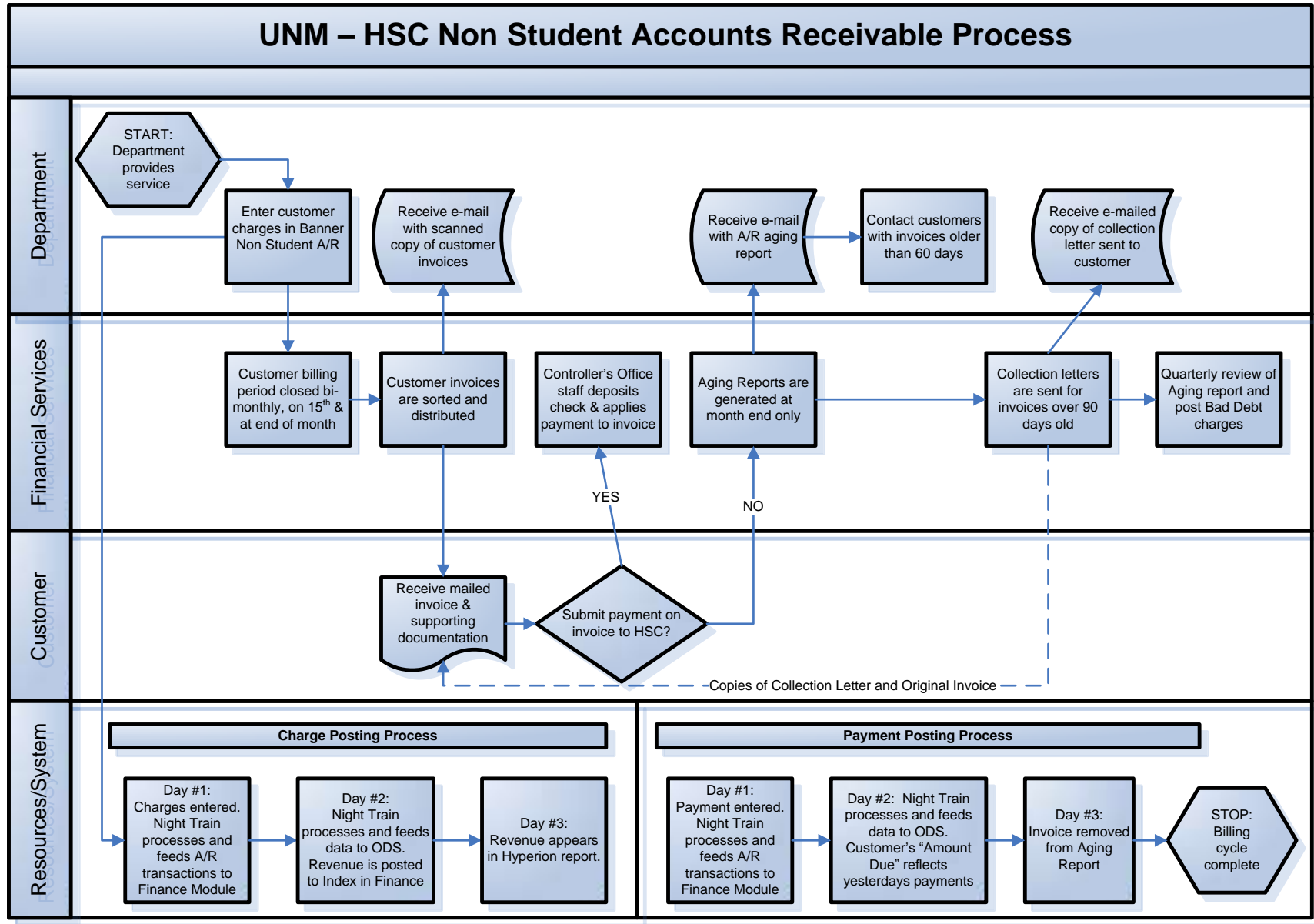
Log in to my.unm.edu and select the Employee Life tab. In the Banner Applications channel (box), there is a link under the Reporting section for "Hyperion." You must install the Hyperion on your computer using the ITS download before you can run reports (Look at Fast Info answer #930).

Log in with your NetID and password and click on the folders on the left side until you have found the "F HSC" folder, as indicated below. (Click YES if it asks if you want to display non-secure items.)



Click on the report name "TBRH003 Unrestricted Aging by Department" to open the report. If you do not see your department's name on the available drop down list, please call the Accounts Receivable Coordinator. The print option is under the File menu. When you close the report, Hyperion might ask you if you want to save, click NO.

## Flowchart for Non-Student AR Process



## Sample Invoices



The University of New Mexico

### University of New Mexico

HSC Financial Service Division  
MSC09 5222  
1 University Of New Mexico  
Albuquerque, NM 87131-0001

Page 1 of 1

**Bill To:**

LOVELACE RESPIRATORY RESEARCH INSTITUTE  
ATTN: ACCOUNTS PAYABLE  
2425 RIDGECREST DR SE  
ALBUQUERQUE, NM 87108-5127

Invoice Number: S1398819

Customer ID: Y01244319

Bill Date: 31-MAR-2010

Due Date: 30-APR-2010

If you have any questions regarding your bill, please contact your customer service representative at: (505) 272 - 6266

Doc #	Date	Description	Rate	Units	Bill Amount
112601	31-MAR-2010	Sequencing DNA Research Services invoice for March 2010. Work requested by W.Lei in Harrod Lab. Invoiced against PO - RQ100111.	10.25	27	\$276.75
Total Due:					\$276.75

**NOTE: Our New Mailstop Code is MSC09-5222**

Please reference Customer ID and Invoice Number on check. Detach this portion of the Invoice and return with payment for proper handling.

Customer Name: LOVELACE RESPIRATORY RESEARCH I

Customer ID: Y01244319

Balance Due: \$276.75

Invoice Number: S1398819

Amount Remitting: \_\_\_\_\_

Please make check payable to: University of New Mexico

Mailing Address is: HSC Financial Service Division, MSC09 5222, 1 University Of New Mexico, Albuquerque, NM 87131-0001





The University of New Mexico

# University of New Mexico

HSC Financial Service Division  
MSC09 5222  
1 University Of New Mexico  
Albuquerque, NM 87131-0001

Page 1 of 1

## Bill To:

PRESBYTERIAN HEALTHCARE SERVICES-ESPANOL  
ATTN: ACCOUNTS PAYABLE  
PO BOX 26666  
ALBUQUERQUE, NM 87125-6666

Invoice Number: S1398611

Customer ID: Y00000061

Bill Date: 31-MAR-2010

Due Date: 30-APR-2010

If you have any questions regarding your bill, please contact your customer service representative at: (505) 272 - 6266

Doc #	Date	Description	Rate	Units	Bill Amount
FEB10	24-MAR-2010	SE - MD Coverage - Surgery	224.29	8	\$1,794.32
FEB10	24-MAR-2010	SE - Weekend Coverage	234.97	22	\$5,169.34
FEB10	24-MAR-2010	SE - Driving Time	45.00	3	\$135.00
FEB10	24-MAR-2010	SE - Travel - Mileage			\$84.00
FEB10	24-MAR-2010	SE - Travel - Meals			\$147.20
FEB10	24-MAR-2010	SE - Travel - Hotel			\$287.82

\*  
Specialty Extension Services, Surgery provided by:

\*  
Juliet Lopez, MD  
Dates: February 5-7, 2010

\*  
If you have any questions regarding this invoice, please  
contact Tana Reber at 1-800-243-7603 or 505-272-0110.  
Thank You.

Total Due: \$7,617.68

NOTE: Our New Mailstop Code is MSC09-5222

Please reference Customer ID and Invoice Number on check. Detach this portion of the invoice and return with payment for proper handling.

Customer Name: PRESBYTERIAN HEALTHCARE SERVICE

Customer ID: Y00000061

Balance Due: \$7,617.68

Invoice Number: S1398611

Amount Remitting:

Please make check payable to: University of New Mexico

Mailing Address is: HSC Financial Service Division, MSC09 5222, 1 University Of New Mexico, Albuquerque, NM 87131-0001

## Sample Collection Letters

First letter:



*HSC Financial Services*

March 05, 2010

El Centro Family Health  
Atten: Lucille Montoya  
PO Box 158  
Española, NM 87532-0158

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

<i>UNM Acct#</i>	<i>Invoice</i>	<i>Date mailed</i>	<i>Amount</i>
Y01168997	S1276851	11/30/2009	\$860.72
Y01168997	S1276981	11/30/2009	\$816.94

According to our records, this invoice remains unpaid as of this date. If payment has been submitted, please provide the following information dependent upon the method of payment. For checks, please provide a copy of your check, front and back. If paid electronically, please provide the wire transfer trace or reference number, the date wired and wire amount.

If payment has not been submitted, please process as soon as possible. If there are issues which prohibit payment, please contact Stacie Hurley at (505) 272-5460 or via email at [Shurley@salud.unm.edu](mailto:Shurley@salud.unm.edu).

Thank you in advance for your prompt attention to this matter.

Sincerely,

A handwritten signature in dark ink, appearing to read "Stacie Hurley".

Stacie Hurley  
Accounts Receivable Coordinator  
UNM Health Sciences Center

cc: Department-LT, Locum Tenens  
File Y01168997

John Brandt, Fiscal Services Supervisor  
Laura Putz, Accounting Manager

## ***Sample Collection Letters***

Second letter:



*HSC Financial Services*

March 05, 2010

***Second  
Request***

City of Las Vegas  
PO Box 160  
Las Vegas, NM 87701-0160

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

<i>UNM Acct#</i>	<i>Invoice</i>	<i>Date mailed</i>	<i>Amount</i>
Y00045391	S1256499	10/31/2009	\$1,970.15

According to our records, this invoice remains unpaid as of this date. If payment has been submitted, please provide the following information dependent upon the method of payment. For checks, please provide a copy of your check, front and back. If paid electronically, please provide the wire transfer trace or reference number, the date wired and wire amount.

If payment has not been submitted, please process as soon as possible. If there are issues which prohibit payment, please contact Stacie Hurley at (505) 272-5460 or via email at [Shurley@salud.unm.edu](mailto:Shurley@salud.unm.edu).

Thank you in advance for your prompt attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Stacie Hurley".

Stacie Hurley  
Accounts Receivable Coordinator  
UNM Health Sciences Center

cc: Department-EMS, Emergency Medical Services  
File Y00045391

John Brandt, Fiscal Services Supervisor  
Laura Putz, Accounting Manager

## Sample Collection Letters

Third letter:



*HSC Financial Services*

March 05, 2010

**3rd  
Request**

Griffin Funeral  
401 N Dalmont St  
Hobbs, NM 88240-5813

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due

<i>UNM Acct#</i>	<i>Invoice</i>	<i>Date mailed</i>	<i>Amount</i>
Y00000121	\$1232787	9/30/2009	\$125.00

Our records indicate that Griffin Funeral has an outstanding balance of \$125 for invoices dated prior to 9/30/2009. An invoice has remained unpaid for 153 days and your account is considered delinquent and past due.

We will assume that this debt is valid unless you dispute its validity within 30 days after receiving this notice. If you do not dispute the validity of this debt, we expect payment to be made within 30 days after receipt of this notice. Failure to make payment will result in Griffin Funeral being placed on a list of problem debtors in order to avoid any further business between your company and the University. In addition, if the amounts owed are not received within 30 days after receipt of this notice, we will refer this matter for collection.

If there are issues which prohibit payment, please contact  
**Stacie Hurley at (505) 272-5460 or via email at [Shurley@salud.unm.edu](mailto:Shurley@salud.unm.edu)**

Thank you in advance for your prompt attention to this matter.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Stacie Hurley'.

Stacie Hurley  
Accounts Receivable Coordinator  
UNM Health Sciences Center

cc: Department-OMI, Office of Medical Investigator  
File Y00000121

John Brandt, Fiscal Services Supervisor  
Laura Putz, Accounting Manager