



# Departmental Collections User Guide

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## Overview

With the implementation of the new Student Information System (SIS), departments will transfer uncollected receivables using the HR/SIS beginning July 2009 (fiscal year 2010).

## About Collections

Departments that sell goods and services to students, employees, and external customers or organizations must record accounts receivable as well. If a receivable remains uncollected after 90 days, the department is *required* to transfer the receivable to the Office of the University Bursar for collection. Formerly, many departments transferred receivables to the Office of the Bursar (OUB) using a paper form.

Departments are now required to transfer uncollected accounts receivable via the Customer Collection Receivable submission page in the SIS. For additional Accounts Receivable policy information, see the Office of Business and Finance Policy 5.14 - Accounts Receivable

([http://www.busfin.ohio-state.edu/FileStore/514\\_AccountsReceivable.pdf](http://www.busfin.ohio-state.edu/FileStore/514_AccountsReceivable.pdf)).

## Process Overview


The page used to record receivables is straightforward, consisting of one page of information to record that is similar to the paper form that is currently used to transfer receivables. An additional page is available to adjust receivables previously sent to OUB. The process for manually recording receivables is intended for use by units that transfer small numbers of past due charges. Areas with a higher volume of transactions (e.g., Transportation and Parking) will upload a file to the system.

## Reporting

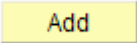
Once accounts receivable are recorded in the system, they will appear on new Student Financials Receivables Detail report in eReports Portal. The report can be run by Chartfield combination, Fiscal Year, and Account Period and provide a view of accounts receivable by Aging Category and a detailed breakdown by individual or organization.

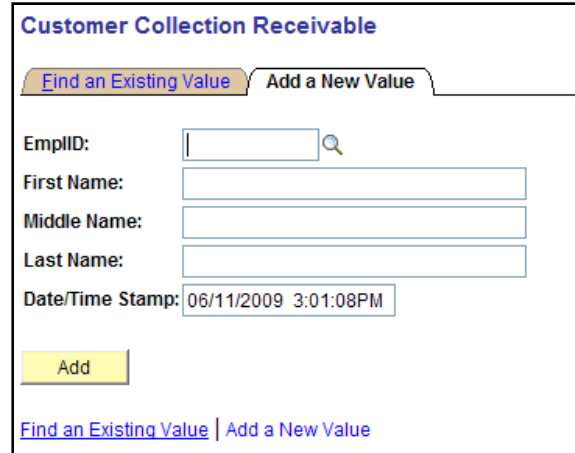
## Transfer Customer Charges to Accounts Receivable

Path: Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable

1. Click the Add a New Value tab.
2. Click  to find the OSU ID (EmplID) for customers that already in the SIS.


**REMEMBER:** Every student and employee at the university has an OSU ID in the SIS. Other customers who are closely affiliated with the university may also be available in the system. It is important to look for the customer before entering their name.

3. Click .



**Customer Collection Receivable**

[Find an Existing Value](#) **Add a New Value**

EmplID:  

First Name:

Middle Name:

Last Name:

Date/Time Stamp: 06/11/2009 3:01:08PM

[Find an Existing Value](#) | [Add a New Value](#)

**NOTE:** If you cannot find the customer in Step 2, complete the **First Name**, **Middle Name** (if known) and **Last Name** fields and click the Add button. All the available information about the customer must be recorded before you can continue. See **Enter Customer Information** on page 8 for details.

Customer/Receivable

## Customer and Receivable Information

Customer

EmpID:	<input type="text" value="00103251"/>	Tantri,Fifi
First Name:	<input type="text" value="Fifi"/>	
Middle Name:	<input type="text"/>	
Last Name:	<input type="text" value="Tantri"/>	Bio/Demo    Driver's License/Passport    Employer

Item Type

Item Type:	<input type="text"/>	🔍	
	<input checked="" type="checkbox"/> <b>New Item Type Needed</b>		
Org:	<input type="text"/>	🔍	
Fund:	<input type="text"/>	🔍	
Account:	<input type="text"/>	🔍	
Program Code:	<input type="text"/>	🔍	
Project ID:	<input type="text"/>	🔍	
User Defined:	<input type="text"/>	🔍	

Transaction Details

*Amount:	<input type="text"/>	USD 🔍	*Transaction Date:	<input type="text"/>	📅
*Original Due Date:	<input type="text"/>	📅	*Date First Billed:	<input type="text"/>	📅
Date Last Billed:	<input type="text"/>	📅	Status:	NotPosted	
			Reference:	<input type="text"/>	
Additional Info:	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>				

Save
Notify

Add
Update/Display

4. Click the **New Item Type Needed** checkbox.  
The Chartfield fields will appear.
5. Lookup or type the appropriate Chartfield combination.

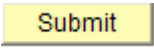
**NOTE:** The **Organization**, **Fund**, and **Account** fields are *required* by the system. You will not be able to process the transfer if all three fields are not completed. **Program Code**, **Project ID**, and **User Defined** are not required by the system but may be required by your area.

6. Record Transaction Details.

**NOTE:** All of the Transaction Details fields are *required*.

- **Amount** – amount of the charge.
- **Transaction Date** – the date on which the transaction occurred.
- **Original Due Date** – the date on which the charge was due.
- **Date First Billed** – the date on which the first bill was sent. If no bill was sent, enter the date of the transaction.
- **Date Last Billed** – the date on which the last bill was sent. If no bill was sent, enter the date of the transaction.
- **Reference** – Invoice Number, Name of Charge (this will display on the Customer Accounts).
- **Additional Information** – any additional information that will help the Accounts Receivable staff determine if the charge is eligible and meets the criteria to be entered into SIS.

7. Click .


8. Click .

**NOTE:** The charge is not transferred to Accounts Receivable until you click **Submit**.

## Check Status of Transferred Charge


After submitting charges, department users are able to check the status of charges referred to Accounts Receivable.

**Path: Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable**

1. Confirm you are on the Find an Existing Value tab.
2. Click  to find the OSU ID (EmplID) for customers that already in the SIS.  
If you had to add customer information to submit the charge, type the First Name, Middle Name (if known), and Last Name information as you did to submit the charge.

**Customer Collection Receivable**  
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

EmplID: begins with  


First Name: begins with

Middle Name: begins with

Last Name: begins with

Date/Time Stamp: =



Case Sensitive



Search Clear [Basic Search](#)  [Save Search Criteria](#)


[Find an Existing Value](#) | [Add a New Value](#)

3. Click Search.
4. View the **Status** in the Transaction Details section of the *Customer Collection Receivable* page.

**Transaction Details**

\*Amount:  USD  \*Transaction Date:  

\*Original Due Date:   \*Date First Billed:  

Date Last Billed:   **Status:** NOT Comp. Reference:

The **Status** indicates the progress of the submission in the system.


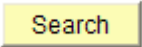
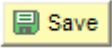
- **Errors** indicates the submission was not been accepted by the system due to insufficient information.
- **Balance** indicates the submission was accepted by the system and will be posted overnight.
- **Not Posted** indicates the submission was saved in the system but has not been posted.
- **Not Complete** indicates the submission does not have an EmplID and/or an Item Type.
- **Complete** indicates the submission was saved and posted in the system.

## Transfer Adjustments/Credits to Accounts Receivable

When an adjustment needs to be made to a charge after it is referred to Accounts Receivable (i.e., if a customer payment is received), use the *Adjustments* page to transfer the adjustment to Accounts Receivable.

**Path:** Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable

**NOTE:** The adjustment must be made to the charge that was originally transferred to Accounts Receivable.

1. Confirm you are on the Find an Existing Value tab.
2. Click  to find the OSU ID (EmpID) for customers that already in the SIS.  
If you added customer information to submit the charge, type the First Name, Middle Name, and Last Name information as you did to submit the charge.
3. Click .
4. Click the Adjustments tab to open the Adjustments page.
5. Record Credit or Charge Adjustment information.  
If a charge should be credited (i.e., a payment is received), type the Amount Credited and the Date Accepted.  
If the charge needs to be adjusted, complete either the Increase From/To or Reduce From/To fields, as appropriate.
6. Type the Reason for Request.  
**NOTE:** Always record the Reason for Request.
7. Click .

## Record Customer Information

If you are unable to find the customer in the SIS when transferring a charge to Accounts Receivable, you must record all available information about the customer manually. If you are able to find the appropriate OSU ID, you do not need to complete this process.

### Customer and Receivable Information

**Customer**

EmpID:

First Name:

Middle Name:

Last Name:

[Bio/Demo](#)    [Driver's License/Passport](#)    [Employer](#)

1. Complete Steps 1 through 3 of the Transfer Customer Charges to Accounts Receivable.
2. Click the [Bio/Demo](#) link to enter customer biographic and demographic information.

**NOTE:** The [Bio/Demo](#), [Driver's License/Passport](#) and [Employer](#) links will ONLY be active if an OSU ID (**EmpID**) is not selected in Step 2 of the Transfer Customer Charges process.

3. Record customer biographical and demographical information:

- **Date of Birth**
  - **Marital Status**
  - **Gender**
  - **National ID Type and National ID**
  - **Contact Information**
- NOTE:** You must select the **Country** first to populate the appropriate values in the **State** field.

4. Click  to return to the *Customer and Receivable Information* page.

**Customer Information**

First Name:  Last Name:

Date of Birth:

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**Biographical History** Find | View All | First 4 of 1 | Last

Effective Date:

Marital Status:  As of:

Gender:

---

**National ID** Find | View All | First 4 of 1 | Last

Country:  National ID Type:  National ID:

---

**Contact Information** Find | View All | First 4 of 1 | Last

Effective Date:

Address 1:

Address 2:

Address 3:

City:  State:  Postal Code:

Country:

Telephone:

Mail has been returned from this address

5. Click the [Driver's License/Passport](#) link.

6. Record all available information:

- **Driver's License #**
- **State**
- **Country** (Driver's License)
- **Expiration Date** (Driver's License)
- **Passport Number**
- **Country** (Passport)
- **Expiration Date** (Passport)

**NOTE:** You must select the **Country** first to populate the appropriate values in the **State** field.

7. Click  to return to the *Customer and Receivable Information* page.

8. Click the [Employer](#) link.

9. Record all available information:

- Employer Name
  - Address
- NOTE:** You must select the **Country** first to populate the appropriate values in the **State** field.

10. Click  to return to the *Customer and Receivable Information* page.

11. Return to Step 4 of the Transfer Customer Charges to Accounts Receivable process.