

Course Title: Customer Setup, Credit and Collections

Course Overview

Course Description

This course provides a comprehensive review of the Customer Setup, Credit, and Collections processes.

This course consists of the following modules:

- Module 1: Course Introduction
- Module 2: Customer Setup, Credit and Collections
- Module 3: Course Summary

Training Audiences

The following audience(s), by INFORMS Security role(s) are required to complete this course prior to being granted related system access:

- Central AR Delinquent Account Processor
- Department AR Collections Processor
- Department AR Item Processor
- Department AR Confidential Customer Processor
- Department Customer Processor

Prerequisites

Participants are required to complete the following End-User Training courses prior to starting this course:

- ERP 101 – Overview of ERP
- ERP 102 – INFORMS Navigation, Reporting and Online Help
- FIN 101 – Financials Fundamentals

Delivery Method

This course is intended to be delivered through Instructor-led Training.

Estimated Duration

The total duration of this course, when delivered through Instructor-led Training, is 4 hours.

Course Outline

Content	Page
Module 1: Course Introduction	2
Module 2: Customer Setup, Credit and Collections	11
• Lesson 1: Set-up and Maintain Customers and Contacts	12
○ Lecture 1: Create and Update Customer Information	16
○ Lecture 2: Create and Update Contact Information	24
• Lesson 2: Collections and Aging	32
○ Lecture 1: Age Receivables	37
○ Lecture 2: Create Customer Statements	39
○ Lecture 3: Create Customer Dunning Letters	44
○ Lecture 4: Create Collection Activity	52
• Lesson 3: Maintain Delinquent Accounts	60
○ Lecture 1: Maintain Delinquent Accounts	63
Module 3: Course Summary	70

Module 1: Course Introduction

Topics

This module covers the following topics:

- Course Administration and Logistics
- Learning Objectives
- Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- The End-to-End Business Process
- Introduction to Demonstrations and Exercises

Module 1: Course Introduction

Course Administration and Logistics

To get the most benefit from this course, participants should:

- Actively participate in class, and ask questions as needed
- Please turn off cell phones, and refrain from the use of email and the Internet
- Take breaks as scheduled and return to the classroom promptly

Module 1: Course Introduction

Learning Objectives

At the conclusion of this course, participants will be able to:

- Set-up and Maintain Customers and Contacts
- Collections and Aging
- Maintain Delinquent Accounts

Module 1: Course Introduction

Training Audience:

The following roles are associated with this course and will play a part in conducting the related business processes for the County:

Roles and Responsibilities

- **Central AR Delinquent Account Processor:** The Central AR Delinquent Account Processor is responsible for removing items from the delinquent account registry.
- **Department AR Collections Processor:** The Department AR Collections Processor is responsible for generating customer interactions, updating the status of posted items, performing maintenance and collection activities on receivables within the system, applying adjustments to receivables, reclassifying receivables, and writing off receivable balances. The Department AR Collections Processor is not able to set worksheets to post.
- **Department AR Item Processor:** The Department AR Item Processor is responsible for creating a receivable item inside INFORMS. User is able to update receivable items but is not able to set them to post. This role may also correct posting errors for receivable items.
- **Department AR Confidential Customer Processor:** The Department Customer Processor is responsible for Adding, Updating, and Viewing customer confidential information.
- **Department Customer Processor:** The Department Customer Processor has the ability to add, update, and view customer general information.

Module 1: Course Introduction

Navigation

Below are the steps to navigate to **Billing** or **Receivables**, which will be used for navigation in the rest of this course:

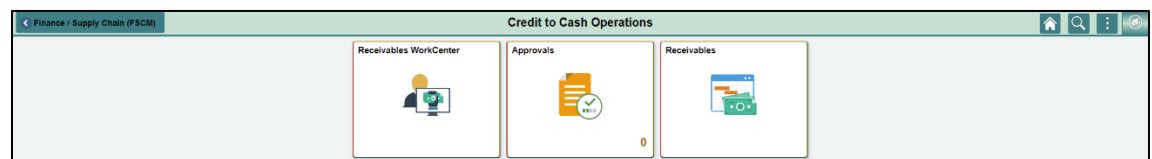
1. Login to INFORMS and select **Finance/ Supply Chain (FSCM)** from the home landing page below.



2. Select **Credit to Cash Operations**.



3. Select **Billing** or **Receivables**, depending upon your role in INFORMS.



Module 1: Course Introduction

Key Changes to the Business Process

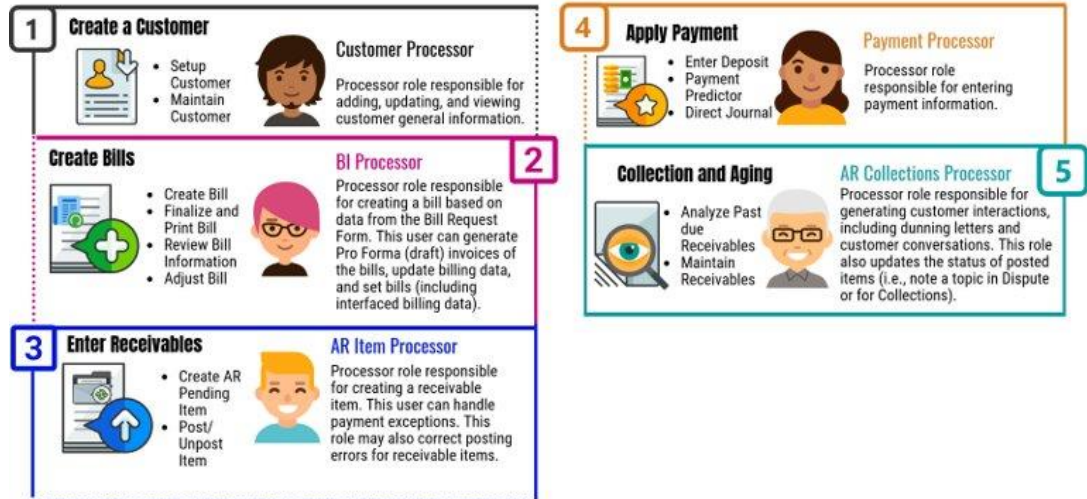
The purpose and benefits of the Customer Setup, Credit, and Collections business process include:

- One (1) A/R system – tracking receivables
 - Aging
 - Register Delinquent Contractor Accounts
- Customers – standardize customers
 - One (1) Customer ID per customer
- Deposits will be tracked through A/R
 - Open item payments can be applied automatically via payment predictor
 - All other payments will be processed via direct journal
- Chart of Accounts must be provided at the time of billing and direct journals

Module 1: Course Introduction

The End-to-End Business Process

INVOICE TO CASH Business Process



Module 1: Course Introduction

Introduction to Demonstrations Activities, and Exercises

Users will take part in three types of hands-on learning throughout this course: Instructor Demonstrations, Training Activities, and Training Exercises. The definitions and descriptions of each are below.

Instructor Demonstrations



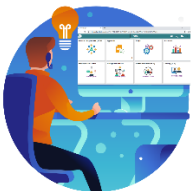
Instructor demonstration activities involve a walk-through of tasks and processes in INFORMS. Instructors will demonstrate how to perform these activities while users follow along.

Training Activities



Users will perform tasks and processes in the INFORMS training environment by using the Training Activity and Data Sheet provided, and by using this training guide as a reference

Training Exercises



The Instructor will ask questions related to the lecture content and training activities, which are used to check users' knowledge and understanding of course content.

Module 1: Course Introduction

Module 1: The following key concepts were covered in this module:

Course

Introduction

Summary

- Course Administration and Logistics
- Learning Objectives
- Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- The End-to-End Business Process
- Introduction to Demonstrations and Exercises

Module 2: Customer Setup, Credit and Collections

Lessons

This module includes the following lessons:

- Set-up and Maintain Customers and Contacts
- Collections and Aging
- Maintain Delinquent Accounts

Lesson 1: Set-up and Maintain Customers and Contacts and Contacts

Lesson 1: Overview

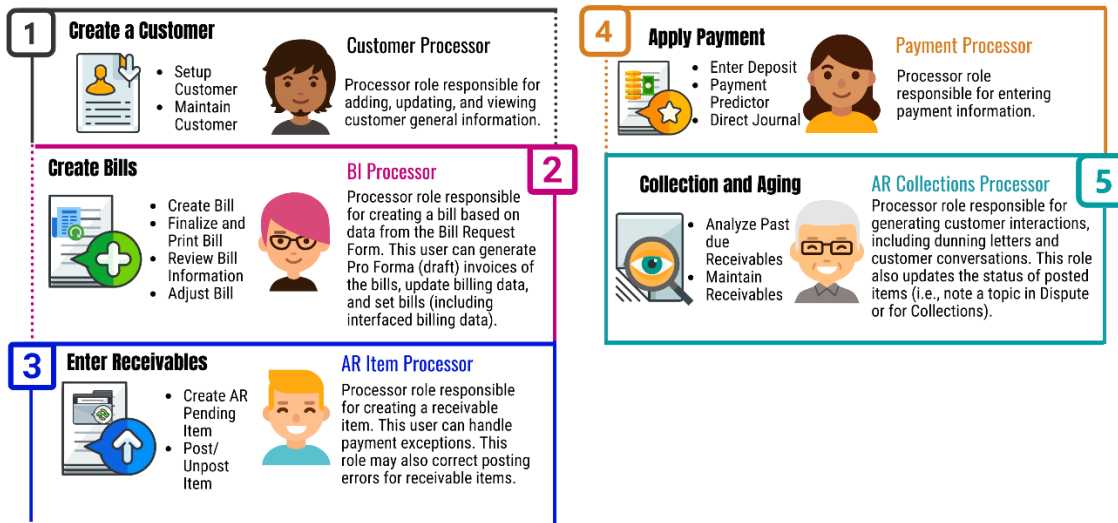
At the conclusion of this lesson, users will be able to:

- Create and Update Customer Information
- Create and Update Contact Information

Lesson 1: Set-up and Maintain Customers and Contacts and Contacts

Lesson 1: Create and Update Customer Information Introduction

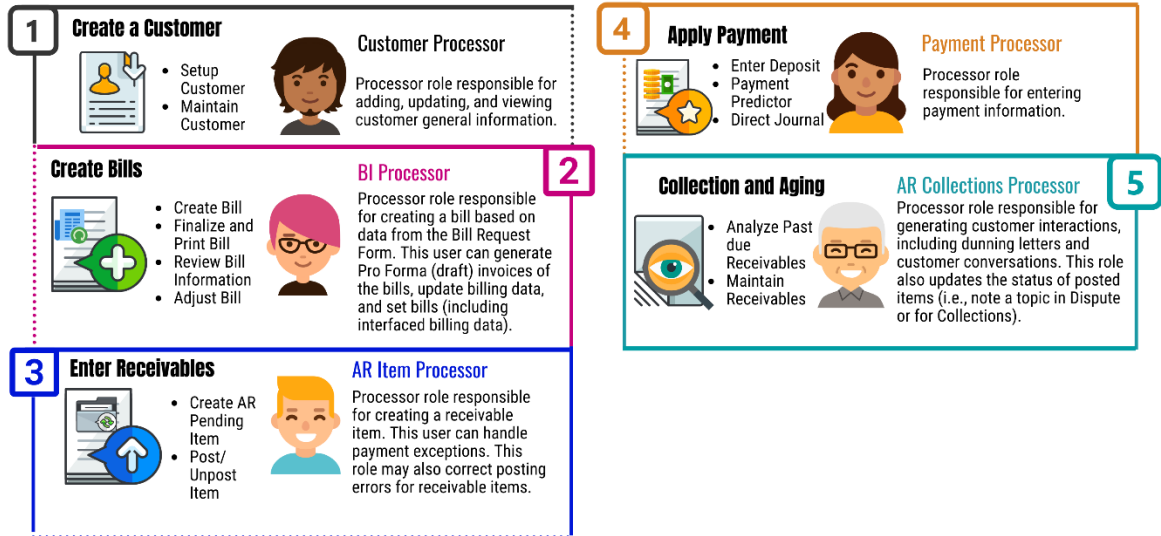
INVOICE TO CASH Business Process



Lesson 1: Set-up and Maintain Customers and Contacts

Lesson 1: Introduction

INVOICE TO CASH Business Process



Lesson 1: Set-up and Maintain Customers and Contacts

Key Terms

The following key terms are used in this Lesson:



Term	Definition
Customer ID	The Customer ID is a unique identifier associated to a customer
Deposit ID	The Deposit ID is the deposit slip number provided on the departments assigned deposit booklet
Direct Journal	A Direct Journal is used to record a non-AR item in INFORMS. Previously known as Report of Collections (ROC)
Payment Predictor	Payment Predictor is used to process payments automatically against an AR item to offset the accounts receivable balance for the item and post cash to GL

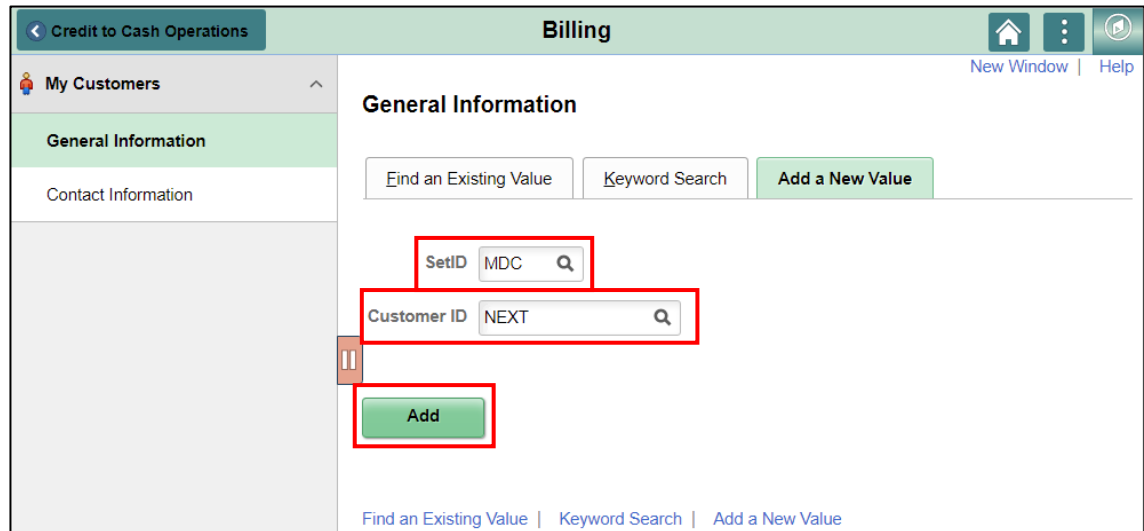
Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information

This lesson will review the process to Create and Update Customer Information.

Create a new Customer.

1. Navigate to Customers General Information page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Billing > General Information > Add a New Value

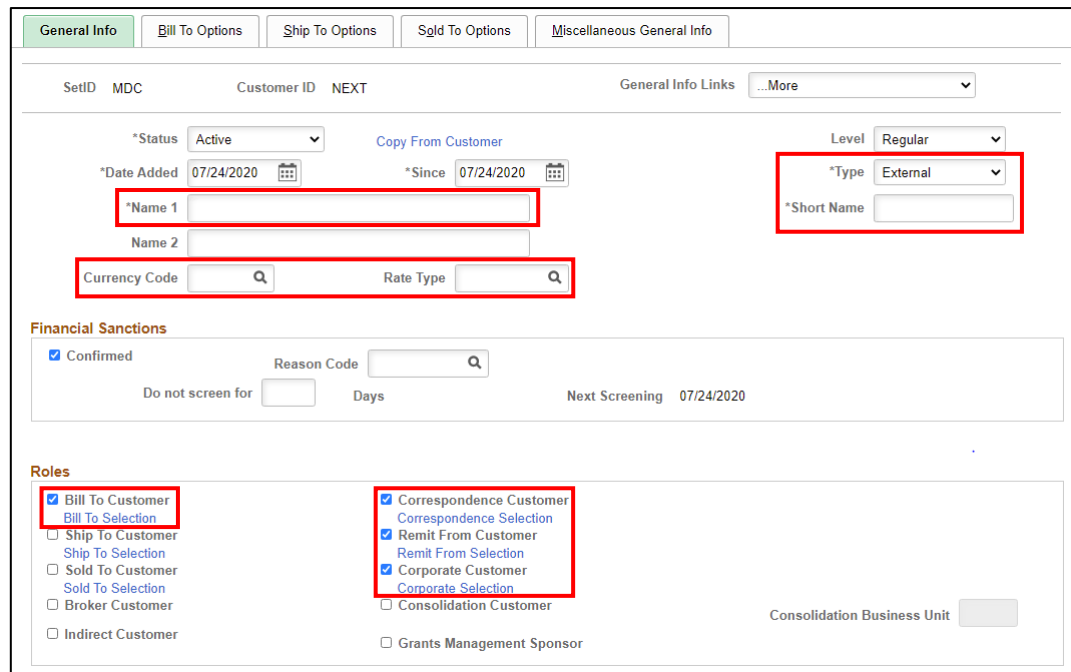


The screenshot displays the 'Billing' section of the 'Credit to Cash Operations' module. The 'General Information' tab is selected, showing a search interface. The 'SetID' field is pre-filled with 'MDC' and the 'Customer ID' field is pre-filled with 'NEXT'. A green 'Add' button is visible below the input fields. The sidebar on the left shows 'My Customers' and 'General Information' tabs. The top navigation bar includes 'Credit to Cash Operations' and 'Billing'.

2. **SetID** defaults to **MDC**.
3. **Customer ID** defaults to **NEXT**.
4. Select the **Add** button.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information



General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID MDC Customer ID NEXT General Info Links ...More

*Status Active Copy From Customer Level Regular

*Date Added 07/24/2020 *Since 07/24/2020

*Name 1
Name 2

*Type External
*Short Name

Currency Code Rate Type

Financial Sanctions

☒ Confirmed Reason Code
Do not screen for Days Next Screening 07/24/2020

Roles

☒ Bill To Customer
☐ Ship To Customer
☐ Sold To Customer
☐ Broker Customer
☐ Indirect Customer

☒ Correspondence Customer
☒ Correspondence Selection
☒ Remit From Customer
☒ Remit From Selection
☒ Corporate Customer
☒ Corporate Selection
☐ Consolidation Customer
☐ Grants Management Sponsor

Consolidation Business Unit

5. Select the Customer Type from the **Type** dropdown.
6. Type the customer's name in **Name 1** field. If Customer's name is more than 40 characters use the **Name 2** field to complete the customer's name.
7. Type a **Short Name** up to 10 Characters in length (or INFORMS will default to the first 10 characters of the Customer **Name 1** field).
8. Select **USD** in the **Currency Code** field.
9. Select **CRRNT** in the **Rate Type** field.
10. Select **Bill To Customer** in the Roles section.
 - a. The **Correspondence Customer**, **Remit From Customer** and **Corporate Customer** boxes are automatically checked.
11. Select **Ship To Customer**.
12. If Customer is a contract customer, Select the **Sold To** check box.



Support Teams

1-1 of 1 | View All

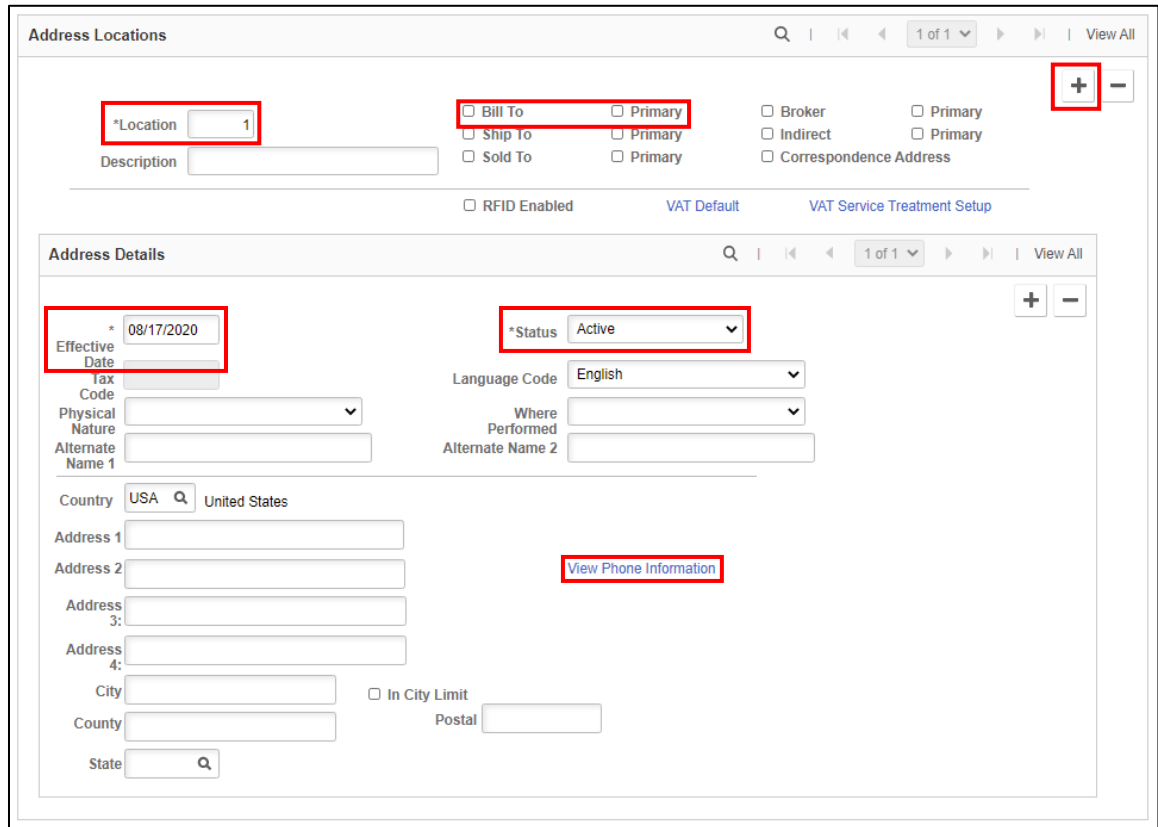
Team Code	Default	Description
TEAM	<input checked="" type="checkbox"/>	

+ -

13. Scroll down to Support Teams area, select **TEAM** in the **Teams Code** field and select the **Default** check box.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information



The screenshot shows two main sections: **Address Locations** and **Address Details**.

Address Locations:

- *Location: 1
- Description: [Empty field]
- Checkboxes: ☐ Bill To, ☐ Ship To, ☐ Sold To, ☐ Primary, ☐ Broker, ☐ Indirect, ☐ Correspondence Address.
- Buttons: +, -
- Options: ☐ RFID Enabled, VAT Default, VAT Service Treatment Setup.

Address Details:

- *Effective Date: 08/17/2020
- *Status: Active
- Language Code: English
- Where Performed: [Empty dropdown]
- Alternate Name 1: [Empty field]
- Alternate Name 2: [Empty field]
- Country: USA (United States)
- Address 1: [Empty field]
- Address 2: [Empty field]
- Address 3: [Empty field]
- Address 4: [Empty field]
- City: [Empty field]
- County: [Empty field]
- State: [Empty field]
- Postal: [Empty field]
- Link: View Phone Information

If the customer has the same address for the Bill To, Ship To, and Correspondence select all 3 check boxes.

14. Scroll down to Address Locations area, **Location** defaults to **1**; select the **Bill To** and **Primary** boxes.
15. **Effective Date** defaults to current date; **Status** defaults to **Active**.
16. Type the customer's address.
17. Select the [View Phone Information](#) link, type the customers phone information and select the **OK** button.

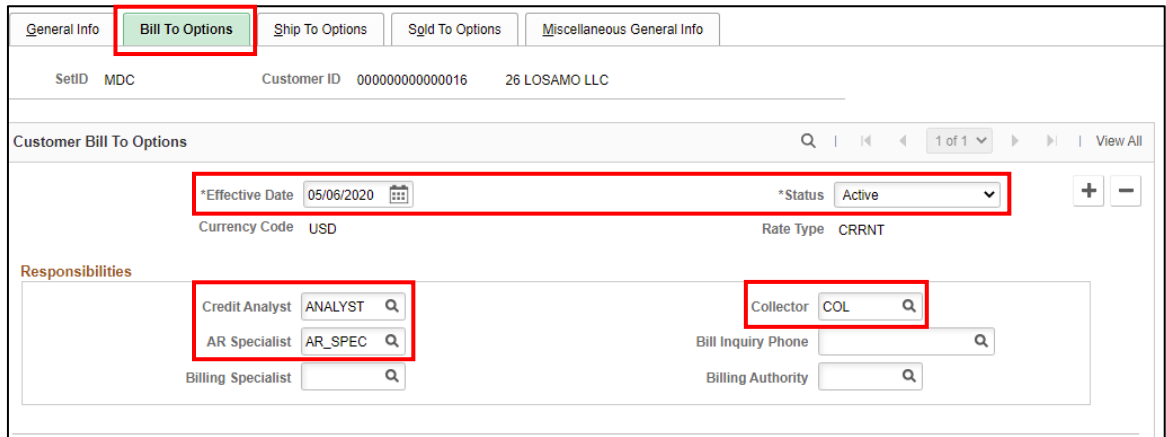
If the Customer's Ship To and Correspondence address is different than the Bill To Address.

18. Select the Address Locations plus sign (+). Then select the **Ship To** and **Primary** boxes and the **Correspondence Address** check box.
19. Type the description of the new address in the **Description** field.
20. **Effective Date** defaults to current date; **Status** defaults to **Active**.
21. Type the customer's address.

Lesson 1: Set-up and Maintain Customers and Contacts

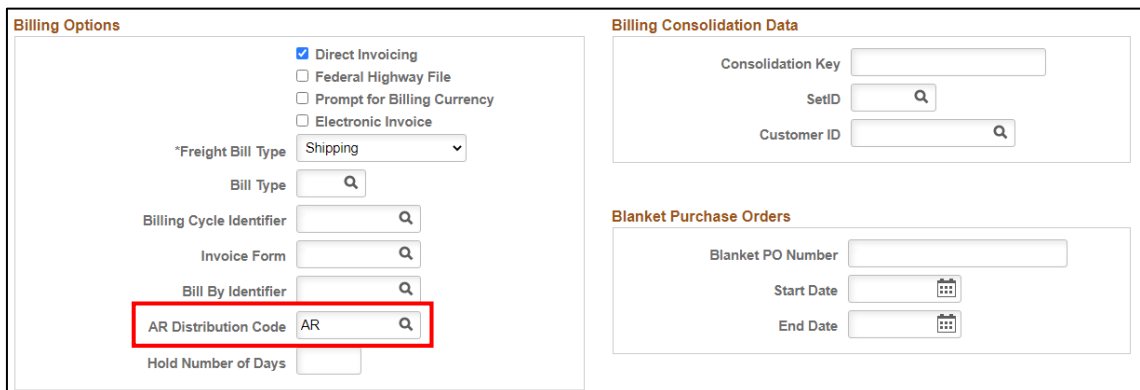
Lecture 1: Create and Update Customer Information

To add more detail information to the customer for the roles selected under the **General Info** Tab:



The screenshot shows the 'Bill To Options' tab for customer 26 LOSAMO LLC. The 'Effective Date' is 05/06/2020 and the 'Status' is Active. Under the 'Responsibilities' section, the 'Credit Analyst' is set to ANALYST, the 'AR Specialist' is set to AR_SPEC, and the 'Collector' is set to COL.

22. Select the **Bill To Options** tab.
23. Verify the **Effective Date** is the current date and **Status** is **Active**.
24. Under Responsibilities select **ANALYST** as the **Credit Analyst**, select **AR_SPEC** as the **AR Specialist**, and select **COL** as the **Collector**.



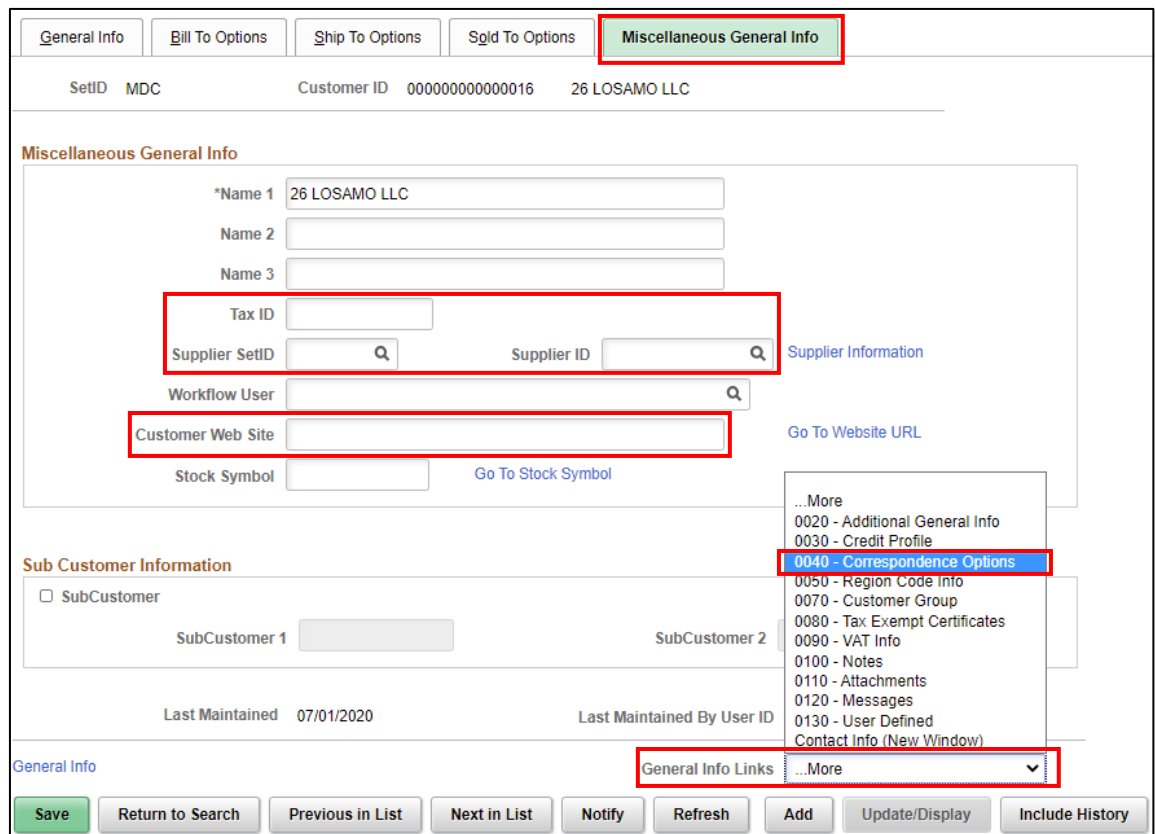
The screenshot shows the 'Billing Options' and 'Billing Consolidation Data' sections. In the 'Billing Options' section, the 'AR Distribution Code' is set to AR. In the 'Billing Consolidation Data' section, the 'Consolidation Key' is empty, and the 'SetID' and 'Customer ID' are also empty.

25. Scroll down to the **Billing Options** area, select **AR** as the **AR Distribution Code**.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information

To add Miscellaneous Information to the customer



General Info | Bill To Options | Ship To Options | Sold To Options | **Miscellaneous General Info**

SetID MDC Customer ID 000000000000016 26 LOSAMO LLC

Miscellaneous General Info

*Name 1 26 LOSAMO LLC
 Name 2
 Name 3
 Tax ID
 Supplier SetID Supplier ID
 Workflow User
 Customer Web Site
 Stock Symbol

Supplier Information
 Go To Website URL
 Go To Stock Symbol

Sub Customer Information

☐ SubCustomer
 SubCustomer 1 SubCustomer 2
 Last Maintained 07/01/2020 Last Maintained By User ID

General Info
 General Info Links ...More

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

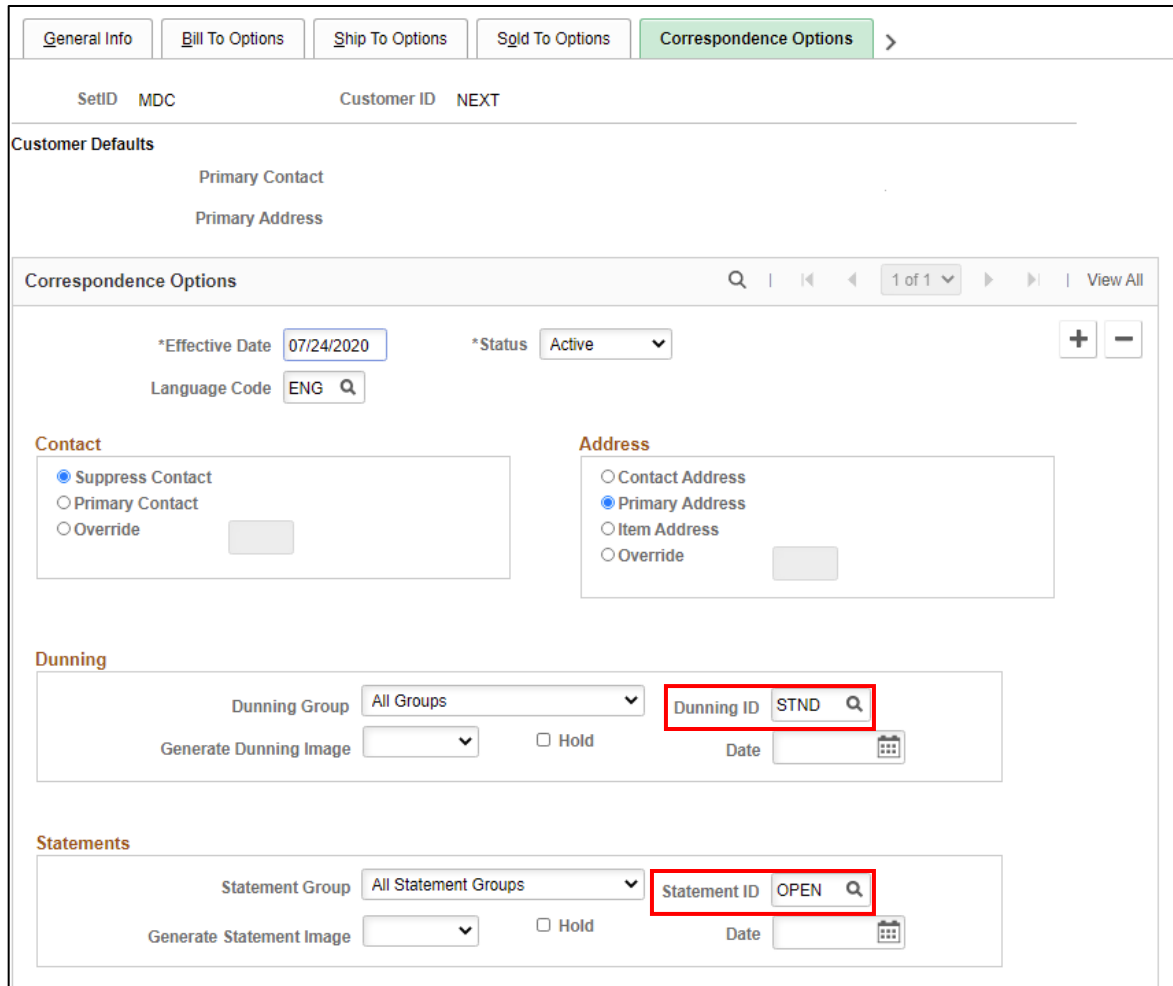
...More
 0020 - Additional General Info
 0030 - Credit Profile
 0040 - Correspondence Options
 0050 - Region Code Info
 0070 - Customer Group
 0080 - Tax Exempt Certificates
 0090 - VAT Info
 0100 - Notes
 0110 - Attachments
 0120 - Messages
 0130 - User Defined
 Contact Info (New Window)

26. Select the **Miscellaneous General Info** tab.
27. Enter the following information, if applicable:
 - a. **Tax ID**
 - b. **Supplier SetID**
 - c. **Supplier ID**
 - d. **Customer Web Site**

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information

28. Select the **General Info Links** drop down and then **0040 – Correspondence Options** to add a Dunning ID and or Statement ID if applicable.



The screenshot shows the 'Correspondence Options' form. At the top, there are tabs for 'General Info', 'Bill To Options', 'Ship To Options', 'Sgid To Options', and 'Correspondence Options'. Below the tabs, there are fields for 'SetID', 'MDC', 'Customer ID', and 'NEXT'. The 'Customer Defaults' section includes 'Primary Contact' and 'Primary Address'. The 'Correspondence Options' section has a search bar, a status dropdown set to 'Active', and a language code dropdown set to 'ENG'. The 'Contact' section has radio buttons for 'Suppress Contact', 'Primary Contact', and 'Override'. The 'Address' section has radio buttons for 'Contact Address', 'Primary Address', 'Item Address', and 'Override'. The 'Dunning' section has a 'Dunning Group' dropdown set to 'All Groups', a 'Dunning ID' field with 'STND', a 'Generate Dunning Image' dropdown, a 'Hold' checkbox, and a 'Date' field. The 'Statements' section has a 'Statement Group' dropdown set to 'All Statement Groups', a 'Statement ID' field with 'OPEN', a 'Generate Statement Image' dropdown, a 'Hold' checkbox, and a 'Date' field.

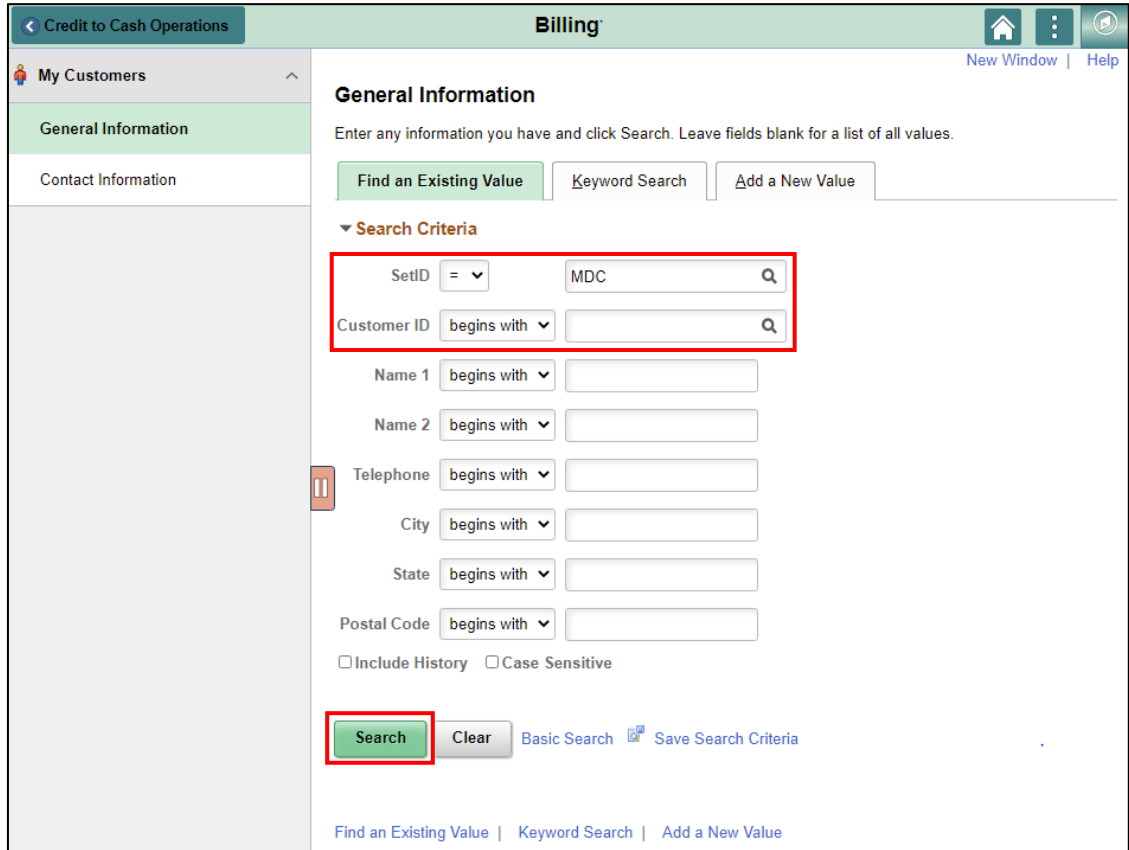
29. Enter **STND** in the **Dunning ID** field.
30. Enter **OPEN** in the **Statement ID** field.
31. Select the **Save** button.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information

Search and Update Customer Information in INFORMS.

1. Navigate to Customers General Information page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Billing > General Information > Find an Existing Value



Credit to Cash Operations **Billing** [New Window](#) [Help](#)

My Customers [^](#)

General Information

[Contact Information](#)

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

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

Search Criteria

SetID =

Customer ID begins with

Name 1 begins with

Name 2 begins with

Telephone begins with

City begins with

State begins with

Postal Code begins with

☐ Include History ☐ Case Sensitive

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

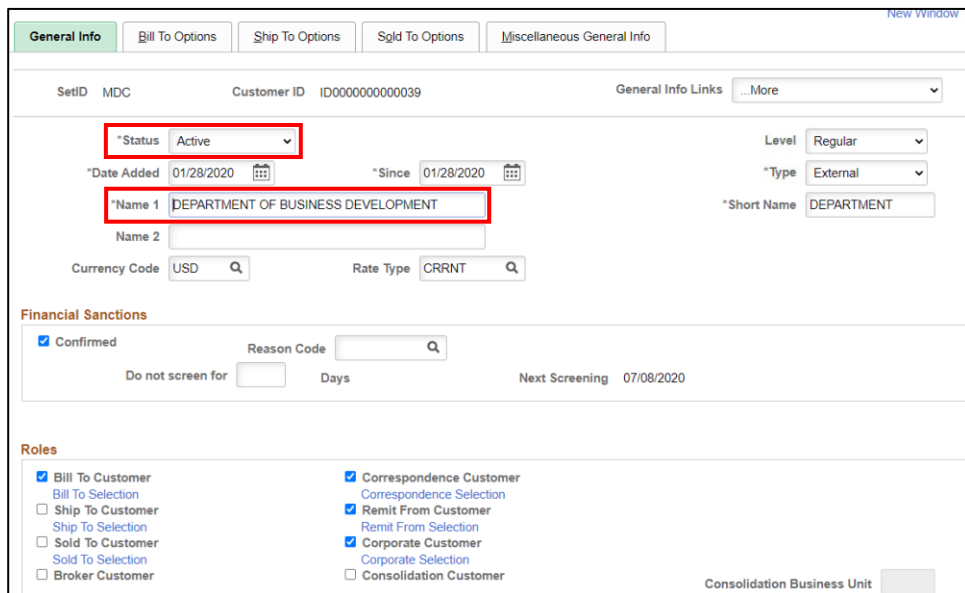
[Find an Existing Value](#) | [Keyword Search](#) | [Add a New Value](#)

2. **SetID** defaults to **MDC**.
3. Enter the **Customer ID** if known, then select the **Search** button.
4. Enter information in any of the other fields, then select the **Search** button to select the desired customer from the displayed list.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 1: Create and Update Customer Information

The selected customer displays on the Customer **General info** page.



The screenshot displays the 'General Info' tab for a customer. At the top, there are tabs for 'General Info', 'Bill To Options', 'Ship To Options', 'Sold To Options', and 'Miscellaneous General Info'. Below these, the customer's ID is shown as 'ID00000000000039'. The 'Status' is set to 'Active'. The 'Name 1' field contains 'DEPARTMENT OF BUSINESS DEVELOPMENT'. Other fields include 'Date Added' (01/28/2020), 'Since' (01/28/2020), 'Level' (Regular), 'Type' (External), and 'Short Name' (DEPARTMENT). The 'Currency Code' is 'USD' and the 'Rate Type' is 'CRRNT'. The 'Financial Sanctions' section shows 'Confirmed' checked, with a 'Reason Code' field and 'Next Screening' date of 07/08/2020. The 'Roles' section lists various roles with checkboxes, including 'Bill To Customer', 'Ship To Customer', 'Sold To Customer', 'Broker Customer', 'Correspondence Customer', 'Remit From Customer', 'Corporate Customer', and 'Consolidation Customer'.

5. Change or update the following information in INforms:
 - a. **Status** – Should only be changed to **Inactive** if the customer is no longer doing business with the County.
 - b. **Name 1** – Can be changed or modified.
 - c. **Address** – Change or modify customer's address in the **address details section**

Add a new Address to the customer:

6. Scroll down to Address Locations area, select the plus sign (+) under Address Locations area to add an additional address; select the role for the new address
7. Type the description of the new address in the **Description** field.
8. **Effective Date** defaults to current date; **Status** defaults to **Active**.
9. Type the customer's Address.
10. After all changes are made, select the **Save** button.

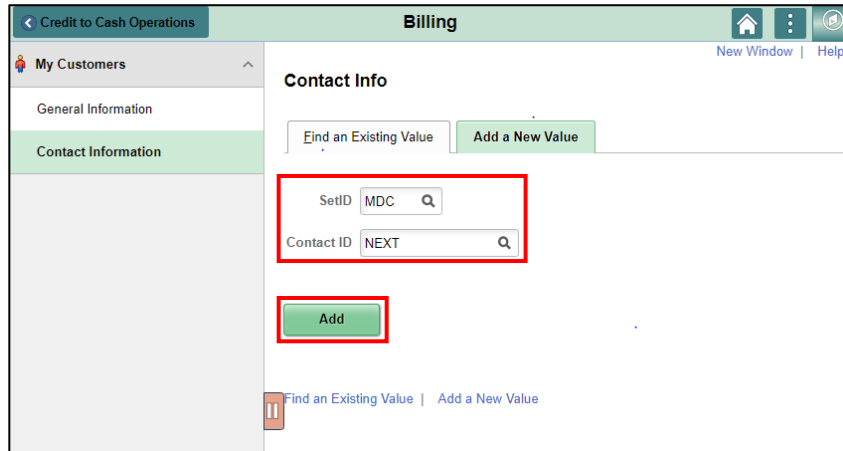
Lesson 1: Set-up and Maintain Customers and Contacts

This lecture will review the process to Create and Update Contact Information.

Lecture 2: Create and Update Contact Information

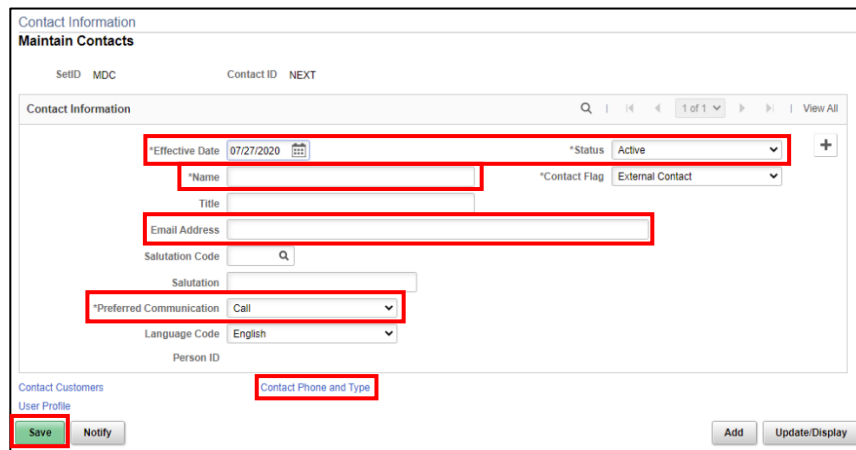
Create Customer Contact in INFORMS

1. Navigate to Customers Contact Information page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Billing > Contact Information > Add a New Value



The screenshot shows the 'Billing' page with the 'Contact Info' section selected. The 'SetID' field is set to 'MDC' and the 'Contact ID' field is set to 'NEXT'. The 'Add' button is highlighted with a red box.

2. **SetID** defaults to **MDC**.
3. **Contact ID** defaults to **NEXT** (INFORMS will generate a new ID).
4. Select the **Add** button.

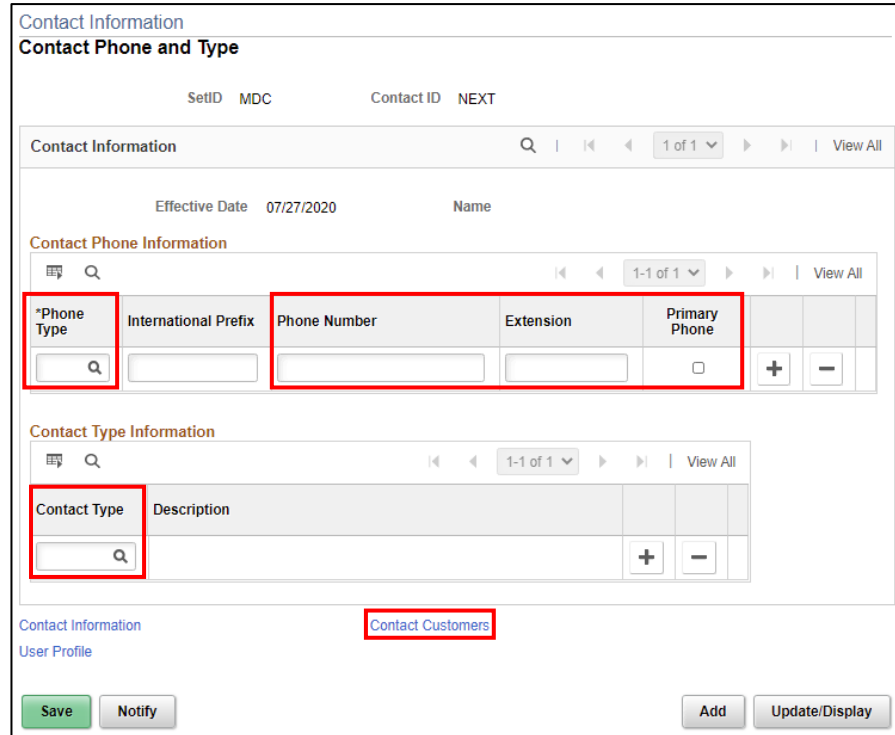


The screenshot shows the 'Maintain Contacts' page with the 'Contact Information' section selected. The 'Effective Date' is set to 07/27/2020, 'Status' is Active, 'Name' is empty, 'Email Address' is empty, 'Preferred Communication' is Call, and 'Language Code' is English. The 'Save' button is highlighted with a red box.

5. **Effective Date** defaults to the current date; **Status** defaults to **Active**.
6. Enter the contact person's name.
7. Enter the **Preferred Communication** and the **Email address** if provided.
8. Select the **Save** button.
9. To add a contact phone number, select the [Contact Phone and Type](#) link.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 2: Create and Update Contact Information



SetID MDC Contact ID NEXT

Contact Information

Effective Date 07/27/2020 Name

Contact Phone Information

*Phone Type	International Prefix	Phone Number	Extension	Primary Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Contact Type Information

Contact Type	Description
<input type="text"/>	<input type="text"/>

Contact Information [Contact Customers](#)

[User Profile](#)

Save Notify Add Update/Display

10. Select the appropriate Phone Type.

BUSN	Business Phone
CAMP	Campus Phone
CELL	Cellular Phone
DORM	Dormitory Phone
FAX	FAX
HOME	Home Phone
MAIN	Main
OTR	Other
PGR1	Pager 1
PGR2	Pager 2
TELX	Telex

11. Enter the Phone Number and Extension. (if any)

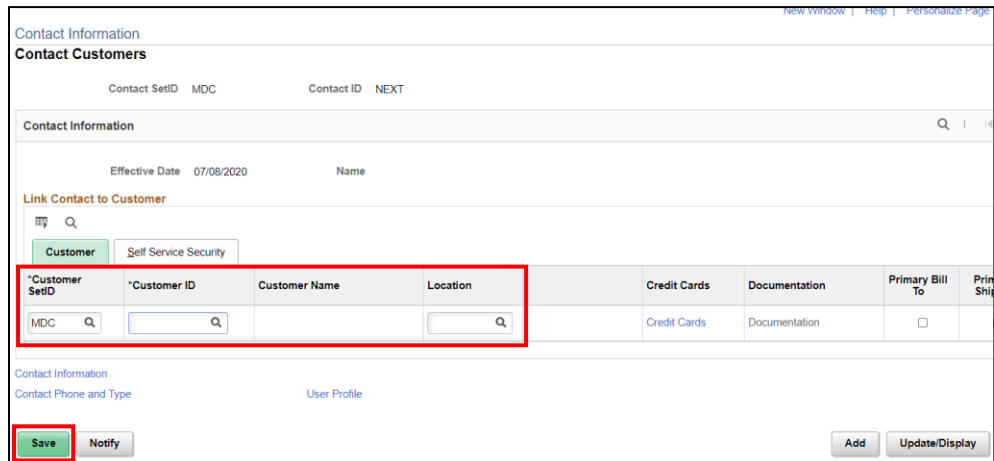
12. Select the **Primary Phone** check box.

13. Select the appropriate Contact Type. (if Applicable)

Select the [Contact Customers](#) link.

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 2: Create and Update Contact Information



Contact Information

Contact Customers

Contact SetID MDC Contact ID NEXT

Effective Date 07/08/2020 Name

Link Contact to Customer

Customer Self Service Security

*Customer SetID	*Customer ID	Customer Name	Location	Credit Cards	Documentation	Primary Bill To	Print Ship
MDC				Credit Cards	Documentation	<input type="checkbox"/>	

Contact Information

Contact Phone and Type User Profile

Save Notify Add Update/Display

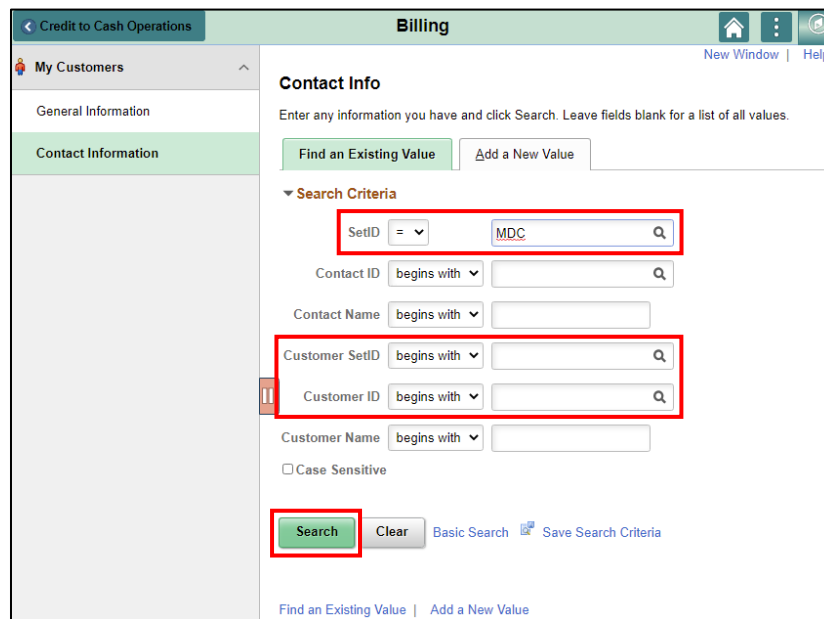
14. **Customer SetID** defaults to **MDC**.

15. Select the **Customer ID** and **Location**.

16. Select the **Save** button.

Search and Update/Modify Customer Contact Information in INFORMS

- Navigate to Customers Contact Information page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Billing > Contact Information > Find an Existing Value



Credit to Cash Operations Billing

My Customers

General Information

Contact Information

Contact Info

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

SetID = MDC

Contact ID begins with

Contact Name begins with

Customer SetID begins with

Customer ID begins with

Customer Name begins with

☐ Case Sensitive

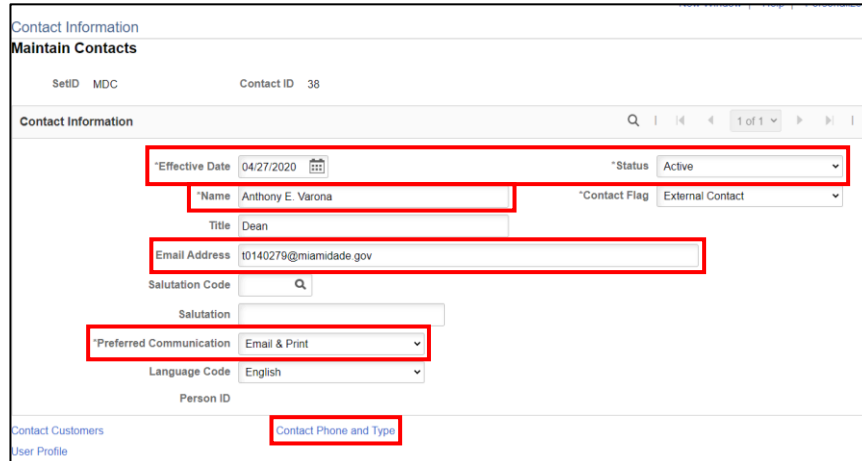
Search Clear Basic Search Save Search Criteria

Find an Existing Value Add a New Value

Lesson 1: Set-up and Maintain Customers and Contacts

Lecture 2: Create and Update Contact Information

2. **SetID** defaults to **MDC**.
3. Enter **MDC** in the **Customer SetID** and **Customer ID**. Then select the **Search** button.
4. The contact with the selected **Customer ID** displays on the contact information page.



Contact Information
Maintain Contacts

SetID MDC Contact ID 38

Contact Information

Effective Date 04/27/2020 *Status Active

Name Anthony E. Varona *Contact Flag External Contact

Title Dean

Email Address t0140279@miamidade.gov

Salutation Code

Salutation

*Preferred Communication Email & Print

Language Code English

Person ID

Contact Customers

User Profile

Contact Phone and Type

To add a new contact:

5. Select the plus (+) sign.
6. The **Effective Date** updates to the current date; **Status** defaults to **Active**.
7. Type the new contact person's name in the **Name** field.
8. Select the **Preferred Communication** and type the contact persons **Email address**.
9. Select the **Save** button.

To change a contact phone number

10. Select the [Contact Phone and Type](#) link.
11. Change the **Phone Type** and **Phone Number**
12. Select the **Save** button.

Lesson 1: Set-up and Maintain Customers and Contacts

Lesson Summary

Congratulations on completing the Set-up and Maintain Customers and Contacts lesson. Users should be able to:

- Create and Update Customer Information
- Create and Update Contact Information

Lesson 1: Training Activity 1

Demonstration The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Instructions Please refer to Activity 1 on the FIN205 Training Activity and Data Sheet.

This activity will be performed individually; you must complete it on your classroom workstation using the INFORMS training environment. Your Instructor will tell you how to log into INFORMS.

You will perform the activity by following the FIN205 Training Activity and Data Sheet and by using the training materials as reference tools.

At the conclusion of this lesson, users will be able to

Lesson 1: Training Exercise

Debrief



1. Can you add multiple addresses to a customer?

2. Can you update/modify contact information?

Lesson 1: Lesson Summary

Lesson Summary



Congratulations on completing the Set-up and Maintain Customers and Contacts lesson. Users now should be able to:

- Create and Update Customer Information
- Create and Update Contact Information

Lesson 2: Collections and Aging

Lesson 2: Overview

At the conclusion of this lesson, users will be able to:

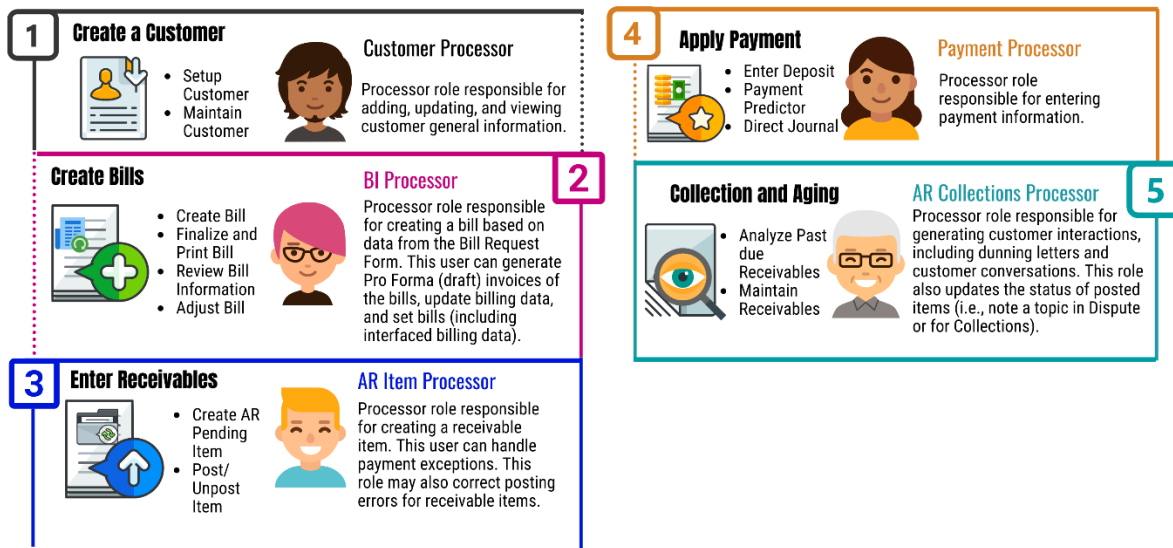
- Age Receivables
- Create Customer Statements
- Create Customer Dunning Letters
- Create Collection Activity

Lesson 2: Collections and Aging

Lesson 2: Introduction

Age Receivables

INVOICE TO CASH Business Process

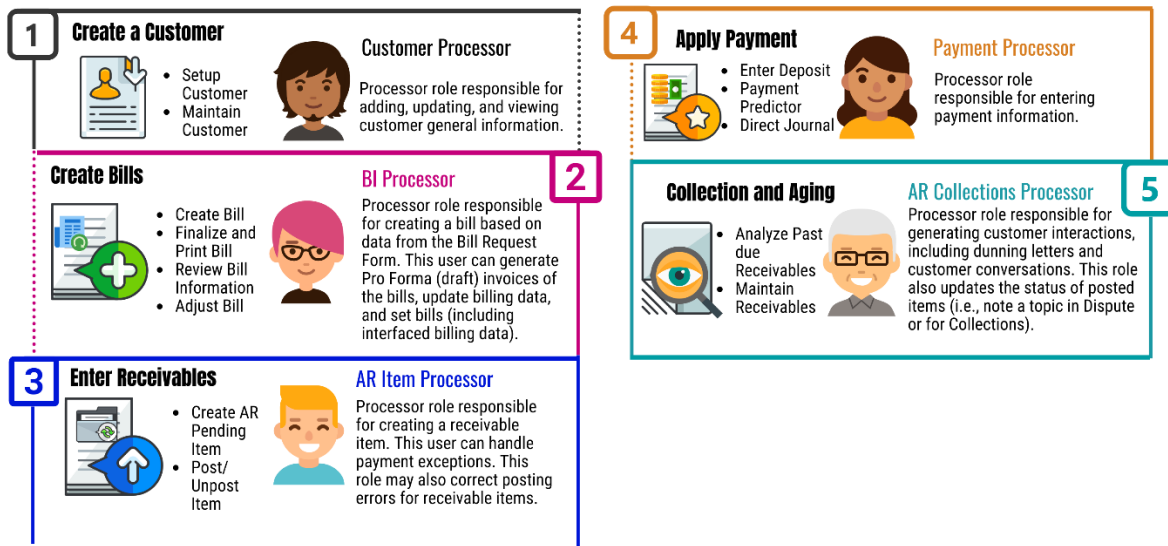


Lesson 2: Collections and Aging

Lesson 2: Introduction

Customer Statements and Dunning

INVOICE TO CASH Business Process

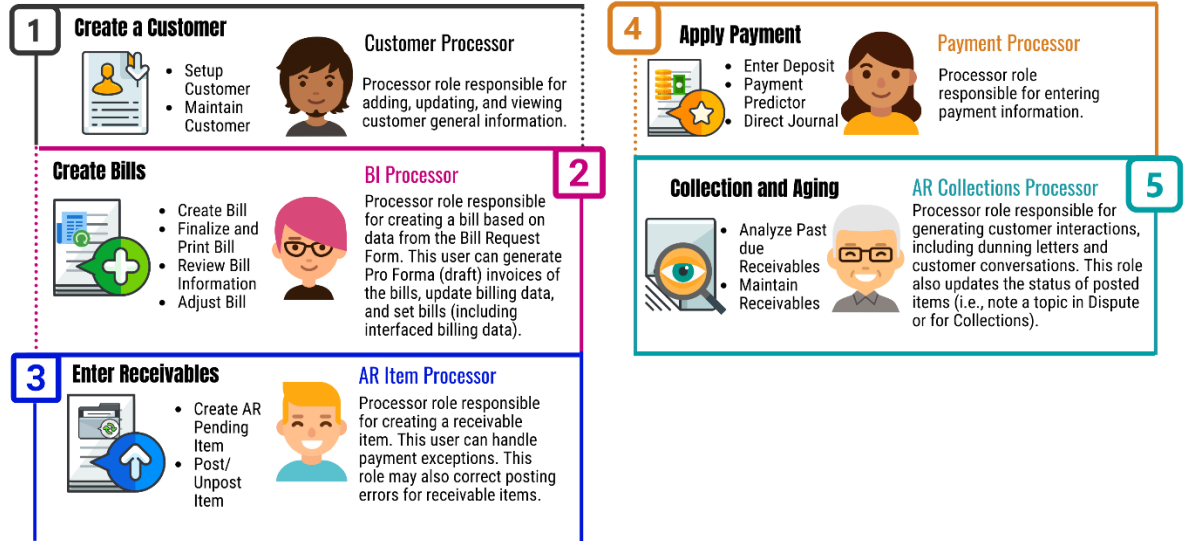


Lesson 2: Collections and Aging

Lesson 2: Introduction

Collection Activity

INVOICE TO CASH Business Process



Lesson 2: Collections and Aging

Key Terms

The following key terms are used in this Lesson:



Term	Definition
Aging	Aging is the process of categorizing receivables based on the number of days that they have been outstanding.
Accounts Receivable Aging Process	Accounts Receivable Aging Process is a process used to update the items and customer aging information.
Dunning	Dunning is used to provide the customers with notices based on Aging.

Lesson 2: Collections and Aging

Lecture 1: Age Receivables

Age Receivables

Aging processes enables the user to view time elapsed since customers were billed.

By tracking aging, Miami-Dade County is able to:

- Ensure that customers are paying their invoices in a timely manner.
- Notify customers who are late with their payments.
- Forecast cash flow.

Processing an aging request updates the age of outstanding accounts receivable items. When the Aging process is run, the accounting date or due date of an item is compared to INFORMS date. This helps manage accounts receivable.

The aging process will run automatically in a daily batch process every night. The aging process should be run before the statements, dunning, and overdue charges processes.

Once the process has run, the user will be able to verify the customer(s) aging

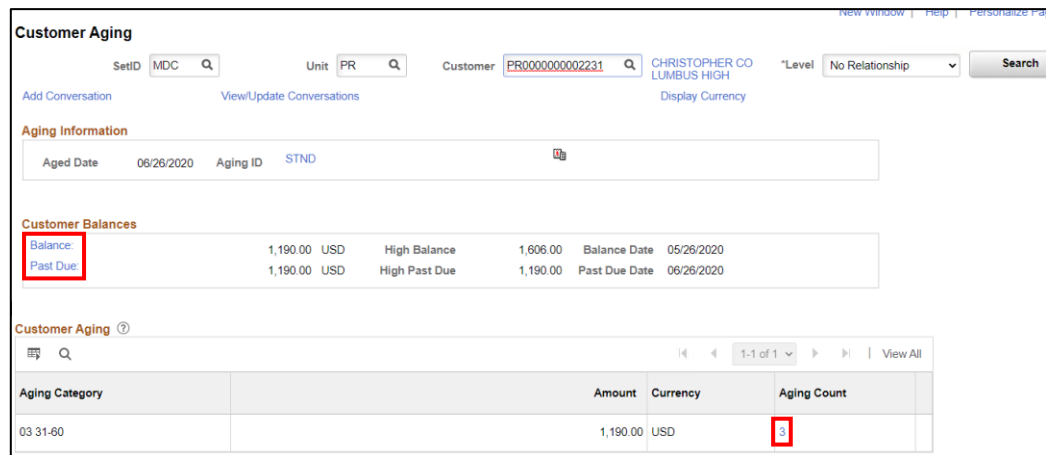
1. Navigate to Customer Aging page:
NavBar > Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Customer Aging



2. **SetID** defaults to **MDC**.
3. Select the **Unit** and **Customer**.
4. **Level** defaults to **No Relationship**.
5. Select the **Search** button.
6. The **Customer Aging** page displays. Aged items can be reviewed in the Customer Aging section.

Lesson 2: Collections and Aging

Lecture 1: Age Receivables



Customer Aging

SetID: MDC Unit: PR Customer: PR0000000002231 CHRISTOPHER CO. LUMBUS HIGH *Level: No Relationship Search

Add Conversation View/Update Conversations Display Currency

Aging Information

Aged Date: 06/26/2020 Aging ID: STND

Customer Balances

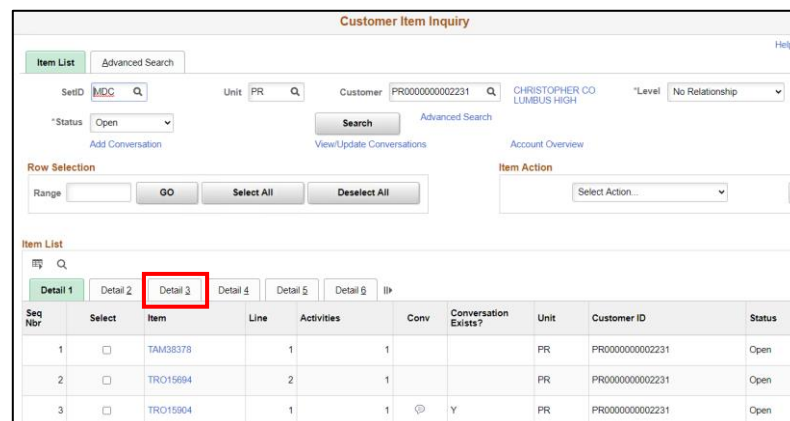
Balance	1,190.00	USD	High Balance	1,606.00	Balance Date	05/26/2020
Past Due	1,190.00	USD	High Past Due	1,190.00	Past Due Date	06/26/2020

Customer Aging

Aging Category	Amount	Currency	Aging Count
03 31-60	1,190.00	USD	3

This page provides the customers balance as well as the past due amount, which makes up the balance. Select the below hyperlinks to view additional information:

7. **Customer Balances Grid:**
 - a. **Balance**
 - b. **Past Due**
8. **Customer Aging Grid:** This grid provides a summary of the aging category of the balances and past due amounts.
 - a. **Aging Count**



Customer Item Inquiry

Item List Advanced Search

SetID: MDC Unit: PR Customer: PR0000000002231 CHRISTOPHER CO. LUMBUS HIGH *Level: No Relationship Search

*Status: Open

Row Selection: Range: GO Select All Deselect All

Item Action: Select Action...

Item List

Detail 1 Detail 2 **Detail 3** Detail 4 Detail 5

Seq Nbr	Select	Item	Line	Activities	Conv	Conversation Exists?	Unit	Customer ID	Status
1	<input type="checkbox"/>	TAM38379	1		1		PR	PR0000000002231	Open
2	<input type="checkbox"/>	TRO15694	2		1		PR	PR0000000002231	Open
3	<input type="checkbox"/>	TRO15694	1		1	Y	PR	PR0000000002231	Open

9. **Item List Grid:** Select the **Detail 3** tab.
 - a. Provides more detail information per item, such as disputes, reasons, as well as collection

Lesson 2: Collections and Aging

Lecture 2: Create Customer Statements

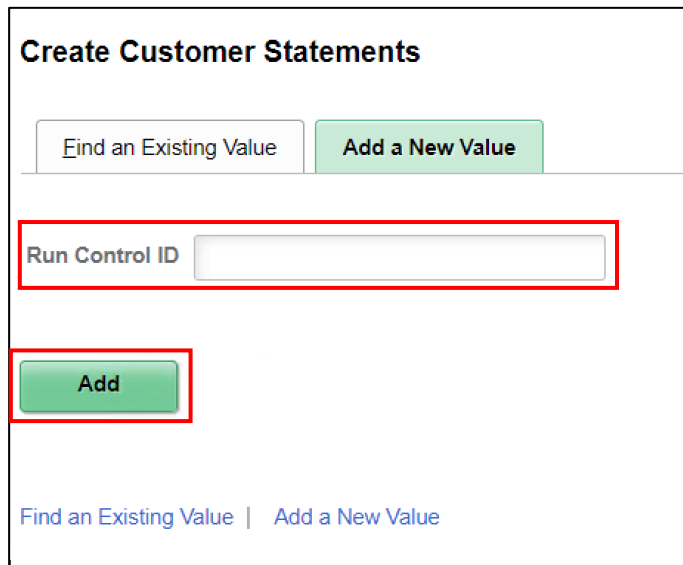
Statements

Open Item Statements contain information regarding open items for each customer.

Customer statements are dependent upon aging information, customer balances, and open item information. It is recommended to verify the Aging process and the Receivables Update process ran successfully prior to building statements.

The Customer Statement Process will extract customer data and populate pre-defined report layouts with extracted data.

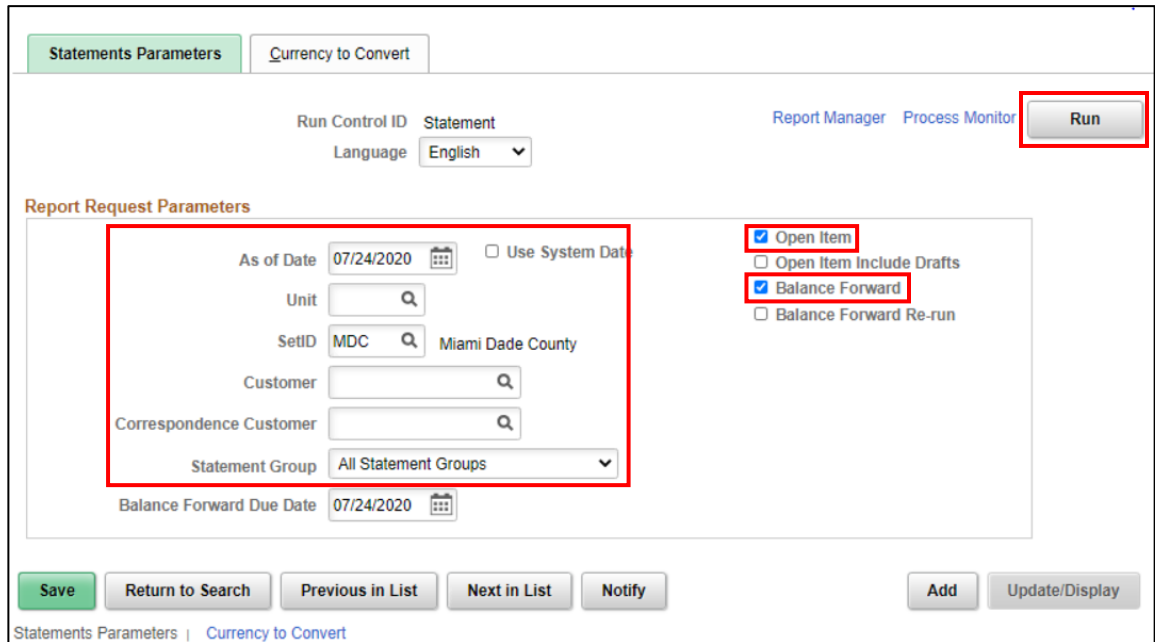
1. Navigate to Create Customer Statements page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Create Customer Statements > Add a New Value



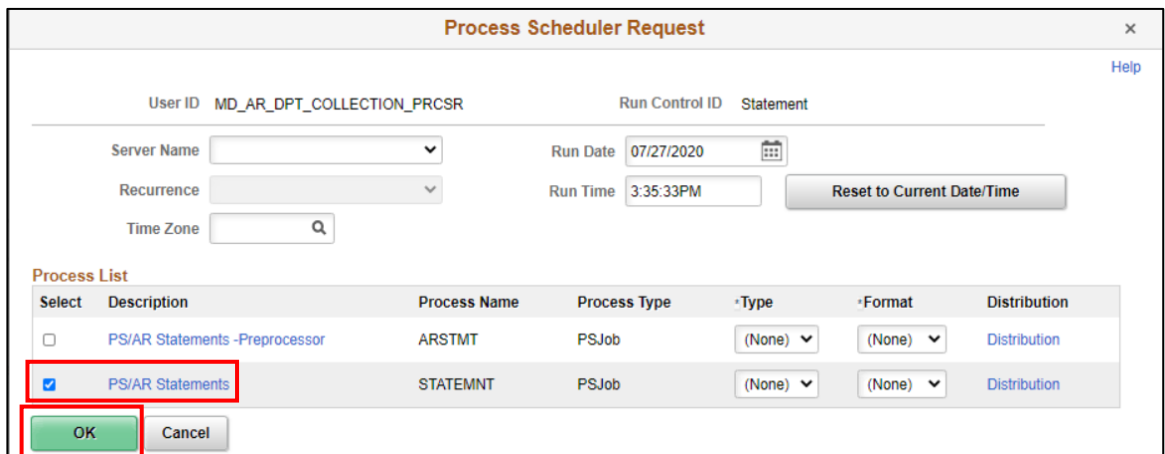
2. Type **Statement** in the **Run Control ID**. Then Select the **Add** button.

Lesson 2: Collections and Aging

Lecture 2: Create Customer Statements



3. Enter the following information:
 - a. **As of Date**
 - b. **Unit**
 - c. **SetID**
 - d. **Customer**
 - e. **Statement Group**
4. Make sure the following items are checked
 - f. **Open Item**
 - g. **Balance Forward**
5. Select the **Run** button.



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

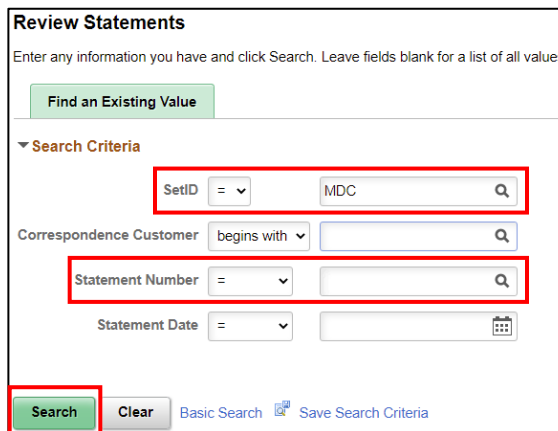
Lesson 2: Collections and Aging

Lecture 2: Create Customer Statements

6. Select **PS/AR Statements (STATEMENT)**. Then select the **OK** button.
7. Record the **Process Instance** number.
8. Select the [Process Monitor](#) link.
9. Select the **Refresh** button until the **Run Status** displays **Success** and the **Distribution Status** displays **Posted**.
10. Select the [STATEMNT](#) link.
11. Expand the [#####-AR STMT Success](#) link (##### represents the Process Instance number generated for the statement process)
12. Select the [#####-AR STMT1 Success](#) link.
13. Select the [Message Log](#) link.
14. Record the Statement ID # (This will be needed to view/print the Statement)

Users can Print and Review the Customer Statement

1. Navigate to Review Statements page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Review Statements > Find an Existing Value



2. **SetID** defaults to **MDC**.
3. Enter the **Statement Number**. Then select the **Search** button.

Lesson 2: Collections and Aging

Lecture 2: Create Customer Statements

Review Statements

SetID MDC Correspondence Customer 0000000000000002 [Block Toys](#)
Statement Number 1 Statement Date 03/06/2020 [Delivery Method](#)

Subtotals by Currency and Locations

Subtotal	550.00	USD	Current Balance	300.00	USD
Converted Subtotal	0.000		Converted Current Balance	0.000	
Location	1 Main Address		Balance Forward	0.000	
Type	Open Item				

Details

Item ID	Line	Item Statement Amount	Item Current Amount	Entry Type	Unit	Customer ID	Short Name	DR
1 AT00000003		100.00 USD	100.00 USD	DR	AT	0000000000000002	ABC	N
2 AT00000004		100.00 USD	100.00 USD	DR	AT	0000000000000002	ABC	N

[Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#)

1. Navigate to Print Statements page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Print Statements > Find an Existing Value

Print Statements

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](#)

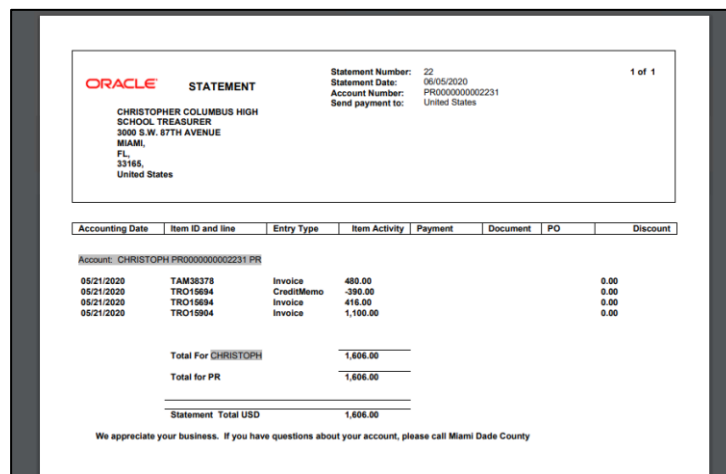
[Find an Existing Value](#) | [Add a New Value](#)

2. Type **STATEMENT** in the **Run Control ID** field.
3. Select the **Search** button.

Lesson 2: Collections and Aging

Lecture 2: Create Customer Statements

4. Enter the **Statement Number**, generated from the create statement process
5. Enter the **Customer ID**
6. Select the **Run** button.
7. Select the **Customer Statement Print (ARX320000)**. Then select the **OK** button.
8. Record the **Process Instance** number. Then select the [Process Monitor](#) link.
9. Select the **Refresh** button until the **Run Status** displays **Success** and the **Distribution Status** displays **Posted**.
10. Select the [Report Manager](#) link under the **Refresh** button to view the Statement.
11. Select the [ARX32000S – ARX3200S.PDF](#) file link.
12. Select the **ARX32000S.PDF** file to view the customers statement.



Accounting Date	Item ID and line	Entry Type	Item Activity	Payment	Document	PO	Discount
Account: CHRISTOPH PR00000000002231 PR							
05/21/2020	TAM38378	Invoice		480.00			0.00
05/21/2020	TRO19894	CreditMemo		-390.00			0.00
05/21/2020	TRO19894	Invoice		416.00			0.00
05/21/2020	TRO19904	Invoice		1,100.00			0.00
Total For CHRISTOPH				1,606.00			
Total for PR				1,606.00			
Statement Total USD				1,606.00			

We appreciate your business. If you have questions about your account, please call Miami Dade County

Users can view and print previously generated reports and statements via the Report Manager.

Navigate to Report Manager page:

Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Reporting & Analysis > Report Manager

Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters

Dunning

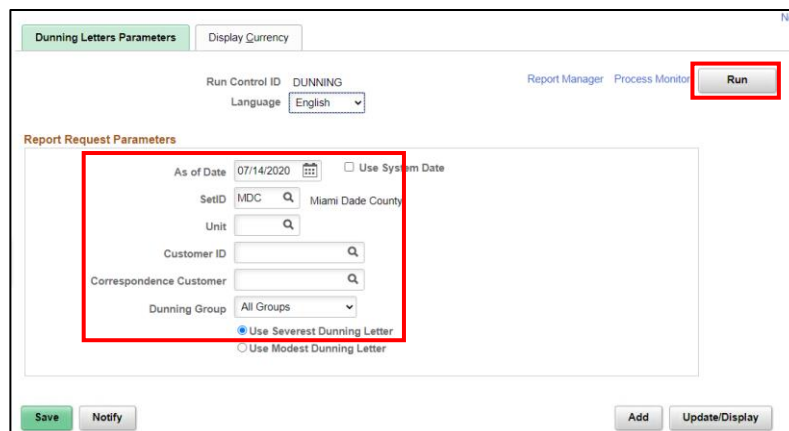
The dunning process ensures that customers receive the correct communication for accounts receivable collection. The AR Dunning Process will extract customer data and populate pre-defined report layouts with extracted data.

1. Navigate to Extract Dunning Letter Info page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Extract Dunning Letter Info > Add a New Value

NOTE: Use the **Add a New Value** tab to create the first **Run Control ID**. Use the **Find an Existing Value** tab to run the Dunning process additional times and then change the desired parameters in steps 4 through 10 below.



2. Type **DUNNING** in the **Run Control ID** field.
3. Select the **Add** button.

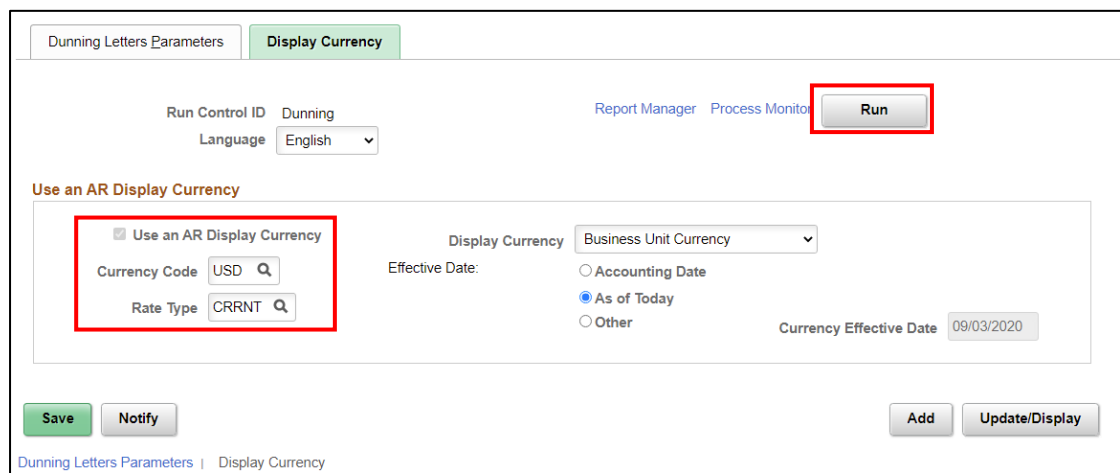


Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters

After entering a Run Control ID or adding a new value, enter parameters on the **Dunning Letters Parameters** page

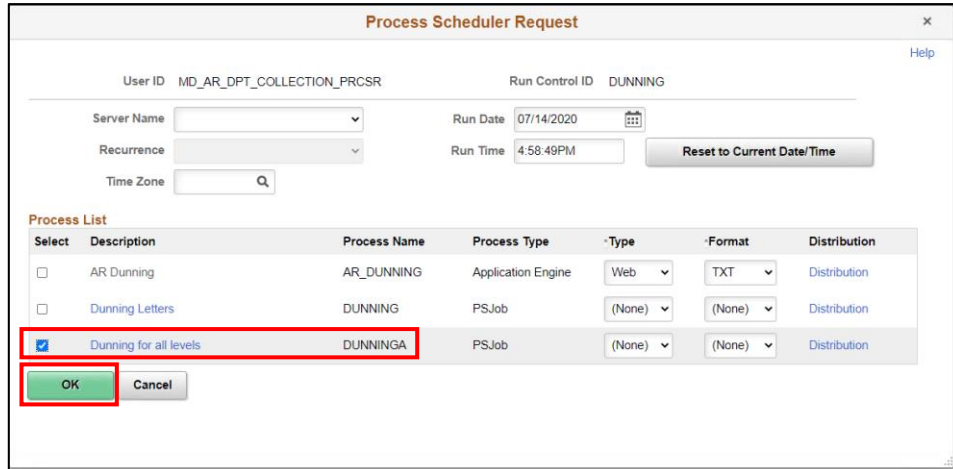
4. **As of Date**
5. **SetID** defaults to **MDC**.
6. **Unit**
7. **Customer ID**
8. **Correspondence Customer**: Used to extract dunning data for all customers in the correspondence group.
9. **Dunning Group = All Groups**
10. **Use Severest Dunning Letter**
11. **Select the Display Currency tab.**



12. Select the **Use an AR Display Currency** check box. (if not selected by default)
13. Select **USD** in the **Currency Code** field.
14. Select **CRRNT** in the **Rate Type** field.
15. Select the **Run** button.

Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters

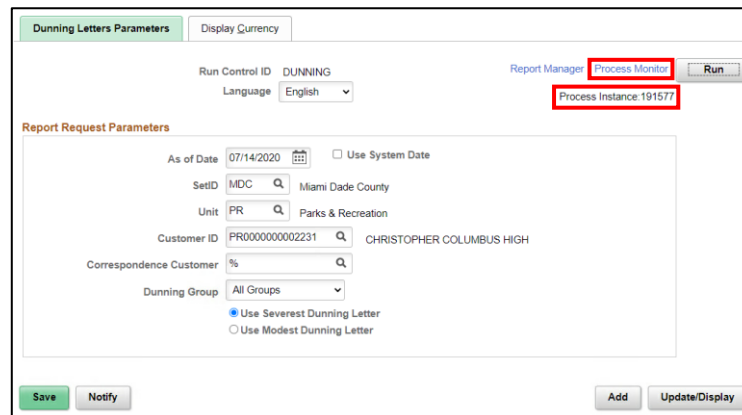


The **Process Scheduler Request** dialog box is shown. It includes fields for User ID (MD_AR_DPT_COLLECTION_PRCR), Run Control ID (DUNNING), Server Name, Run Date (07/14/2020), Recurrence, Run Time (4:58:49PM), and Time Zone. A **Process List** table is displayed with the following data:

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input type="checkbox"/>	AR Dunning	AR_DUNNING	Application Engine	Web	TXT	Distribution
<input type="checkbox"/>	Dunning Letters	DUNNING	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	Dunning for all levels	DUNNINGA	PSJob	(None)	(None)	Distribution

The **OK** button is highlighted with a red box.

16. On the **Process Scheduler Request** page, select **Dunning for all levels (DUNNINGA)** (Process Name). Then select the **OK** button.

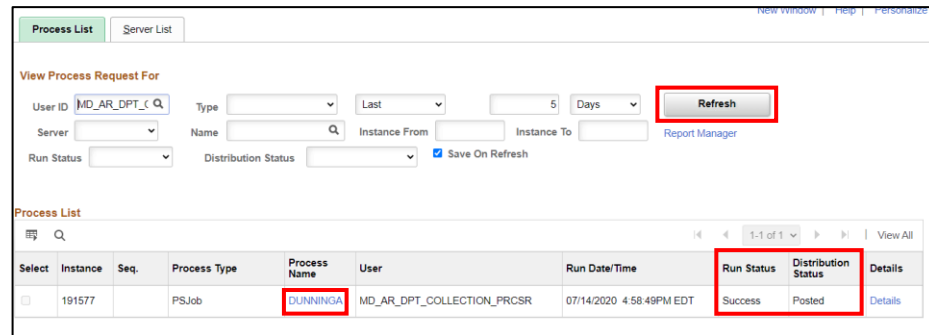


The **Dunning Letters Parameters** dialog box is shown. It includes fields for Run Control ID (DUNNING), Language (English), and a **Process Instance** number (191577) highlighted with a red box. The **Report Request Parameters** section includes fields for As of Date (07/14/2020), SetID (MDC), Unit (PR), Customer ID (PR000000002231), Correspondence Customer (%), and Dunning Group (All Groups). The **Process Monitor** link is highlighted with a red box.

17. Record the **Process Instance** number.
18. Select the [Process Monitor](#) link.

Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters



Process List

View Process Request For

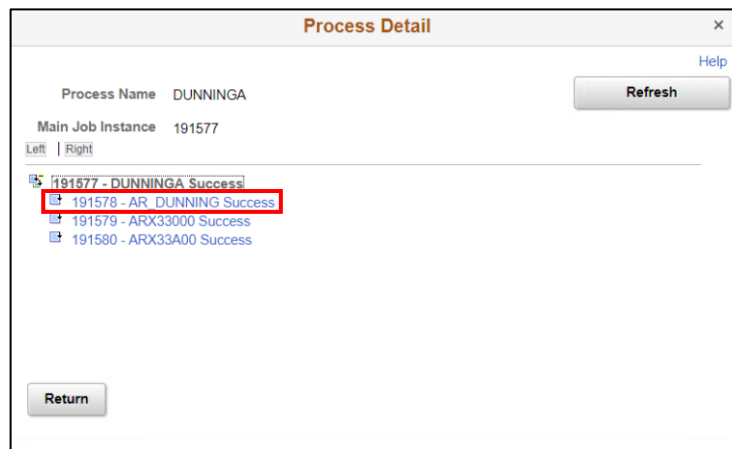
User ID: MD_AR_DPT_C Q Type: Last: 5 Days Refresh

Server: Name: Instance From: Instance To: Report Manager

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	191577		PSJob	DUNNINGA	MD_AR_DPT_COLLECTION_PRCR	07/14/2020 4:58:49PM EDT	Success	Posted	Details

19. Select the **Refresh** button until the **Run Status** displays **Success** and the **Distribution Status** displays **Posted**.
20. Select the [DUNNINGA](#) link.



Process Detail

Process Name: DUNNINGA Refresh

Main Job Instance: 191577

Left | Right

- 191577 - DUNNINGA Success
- 191578 - AR_DUNNING Success
- 191579 - ARX33000 Success
- 191580 - ARX33A00 Success

Return

21. The **Process Detail** page displays. Then select the [AR DUNNING Success](#) link.
22. Select the [Message Log](#) link.



Severity	Log Time	Message Text	Explain
10	1:40:17PM	Dunning Application Engine Process. Version: '9.2'.	Explain
10	1:40:17PM	Parameters: As Of Date=2020-07-22, SetID=MDC, Unit=PR, Customer=PR0000000002231, Corresp. Customer=%, Dunning Group=%.	Explain
10	1:40:17PM	Dunning ID=47.	Explain

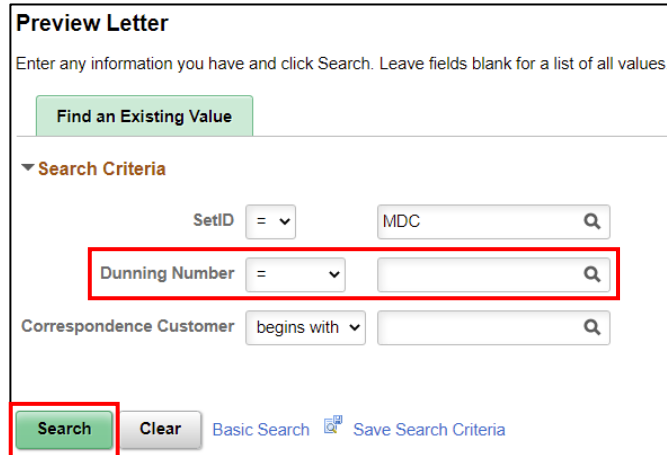
23. Record the **Dunning ID = XX** (In the screenshot below, the Dunning ID number is 47)

Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters

Users can also review, delete, and print letters.

1. Navigate to Letter preview page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Preview Letter > Find an Existing Value



Preview Letter

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

Find an Existing Value

▼ **Search Criteria**

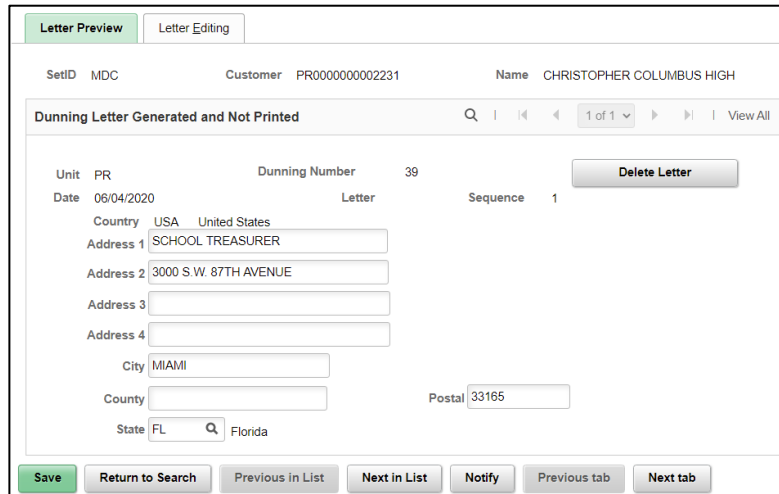
SetID = ▼ MDC

Dunning Number = ▼

Correspondence Customer begins with ▼

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

2. Type the Dunning Number in the **Dunning Number** field. Then select the **Search** button.



Letter Preview **Letter Editing**

SetID MDC Customer PR0000000002231 Name CHRISTOPHER COLUMBUS HIGH

Dunning Letter Generated and Not Printed 1 of 1 View All

Unit PR Dunning Number 39 **Delete Letter**

Date 06/04/2020 Letter Sequence 1

Country USA United States

Address 1 SCHOOL TREASURER

Address 2 3000 S.W. 87TH AVENUE

Address 3

Address 4

City MIAMI

County Postal 33165

State FL Florida

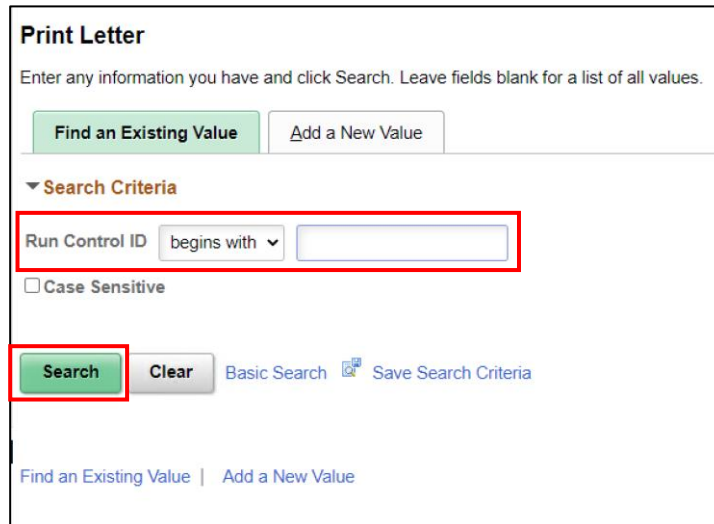
Save **Return to Search** **Previous in List** **Next in List** **Notify** **Previous tab** **Next tab**

If the delete option is selected, the dunning letter will not be printed and will be removed from dunning letter report table. The Customer Dunning Letter Detail table will hold a historical record of this letter.

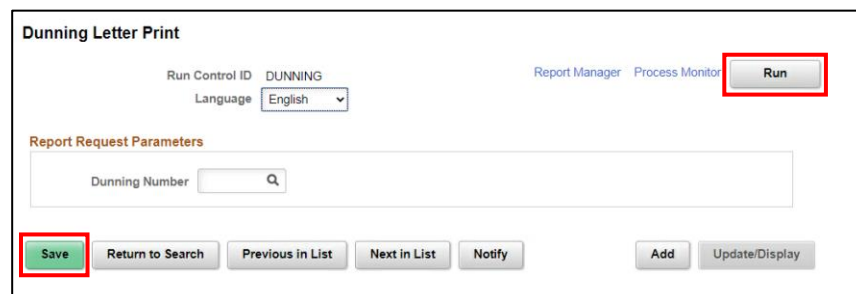
Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters

1. Navigate to Print Letter page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Print Letter > Find an Existing Value



2. Type the **Run Control ID (DUNNING)**, used to process the Dunning letter. Then select the **Search** button.



3. Type the Dunning Number in the **Dunning Number** field, this is the number assigned for the AR Dunning process run instance for the specified letters.

Lecture 3: Create Customer Dunning Letters

Process Scheduler Request

User ID MD_AR_DPT_COLLECTION_PRCRSR
Run Control ID AR TS.07.005.C4

Server Name

Recurrence

Time Zone

Run Date

Run Time

[Help](#)

[Reset to Current Date/Time](#)

Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input type="checkbox"/>	Dunning Letters - All Levels	ARX33000	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level One Dunning Letter	ARX33001	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Two Dunning Letter	ARX33002	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Three Dunning Letter	ARX33003	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Control Report	ARX33005	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Preview Report	ARX33006	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Letters - All w/Agiro	ARX33A00	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level One Dunning w/Agiro	ARX33A01	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Two Dunning w/Agiro	ARX33A02	BI Publisher	Web	PDF	Distribution

5. Select the level in which the dunning letter will represent. Then Select the **OK** button.
 - a. Level One Dunning Letter: 30 days past due (1st notice) – generate on the 31st day
 - b. Level Two Dunning Letter: 60 days past due (2nd notice) – generate on the 61st day
 - c. Level Three Dunning Letter: 90 days past due (3rd notice) – generate on the 91st day
6. Record the **Process Instance** number and select the [Process Monitor](#) link.
7. Select the **Refresh** button until the **Run Status** displays **Success** and the **Distribution Status** displays **Posted**.
8. Select the [Report Manager](#) link, then Select the [Process Name](#) link.
9. Select the generated PDF file.

ORACLE

6/5/2020

PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
 351 MAD 150 COURT
 103141 FORDA
 WASH DC 20518-3944 United States

Dear Valued Customer

Please be advised that we have not received any correspondence from you regarding your delinquent account after repeated notifications; therefore, we have turned your account over to a collection agency. You may incur additional collection activity fees.

Business Unit Sequence	Item ID	Customer Line	Entry Type/Reason	Balance	Public HOU Balance	Overdue Charge	Due Date	Accounting Date	Days Late
1	H0909550	1	IN	10.00	USD		6.00	5/20/2020	5/21/2020
				10.00	USD	6.00			
Please remit payment to me immediately				10.00	USD	6.00			
				10.00	USD				

United States

Please feel free to call if you have any questions regarding your account.

Sincerely,

Miami State County

End Of Document

Lesson 2: Collections and Aging

Lecture 3: Create Customer Dunning Letters

1. Navigate to History of Letters page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > History of Letters > Find an Existing Value

History of Letters

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

Find an Existing Value

Search Criteria

SetID =

Correspondence Customer begins with

Dunning Number =

Dunning Date =

Delete Letter ☐

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

2. **SetID** defaults to **MDC**.
3. Type the appropriate Dunning Number in the **Dunning Number** field.
4. Select the **Search** button.

Dunning Letters **Letter Content**

SetID: MDC Customer: IT00000000000013 PUBLIC HOUSING AND COMMUNITY DEVELOPMENT
Dunning Number: 40 Letter Code: 3
Sequence: 1 Delete: N
Dunning Date: 06/05/2020
Date Modified:

Dunning Letter Details

Location: 1
Letter Total: 10.00 USD Item Balance: 10.00 USD

	Unit	Customer	Short Name	Item ID	Line	Letter Amount	Currency	Display Letter Amount	Display Currency	Entry
1	IT	IT00000000000013	PUBLIC HOU	H0909535	1	10.00	USD	10.00	USD	

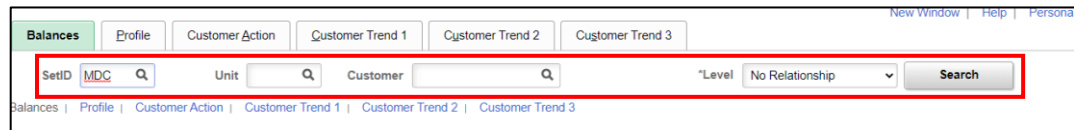
Return to Search **Notify**

Lesson 2: Collections and Aging

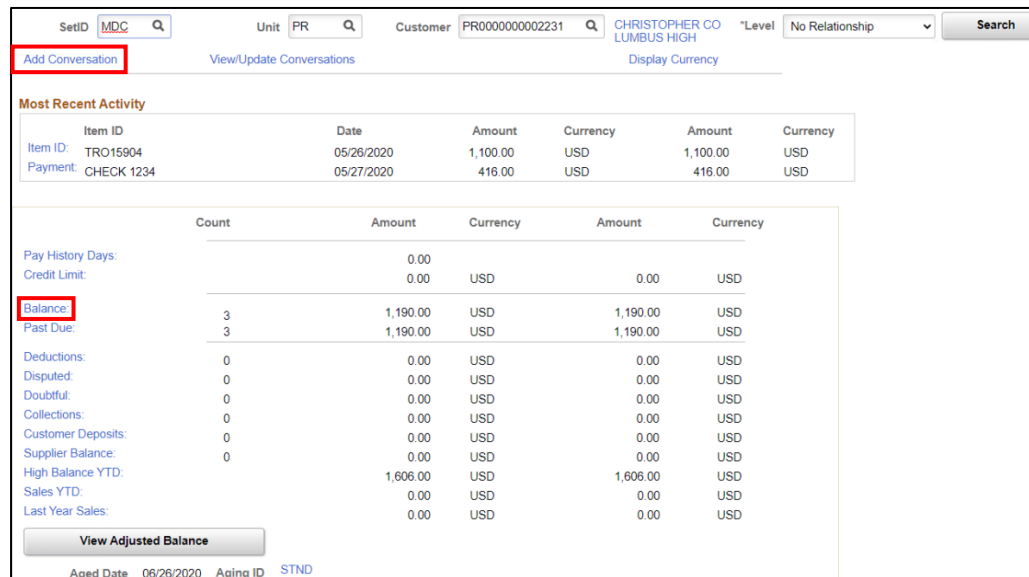
Lecture 4: Collection Activity Create Collection Activity

To place an item in collection:

1. Navigate to Account Overview page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Account Overview



2. **SetID** defaults to **MDC**
3. Enter the following Information:
 - a. **Unit**
 - b. **Customer**
 - c. **Level** defaults to **No Relationship**
4. Select the **Search** button.



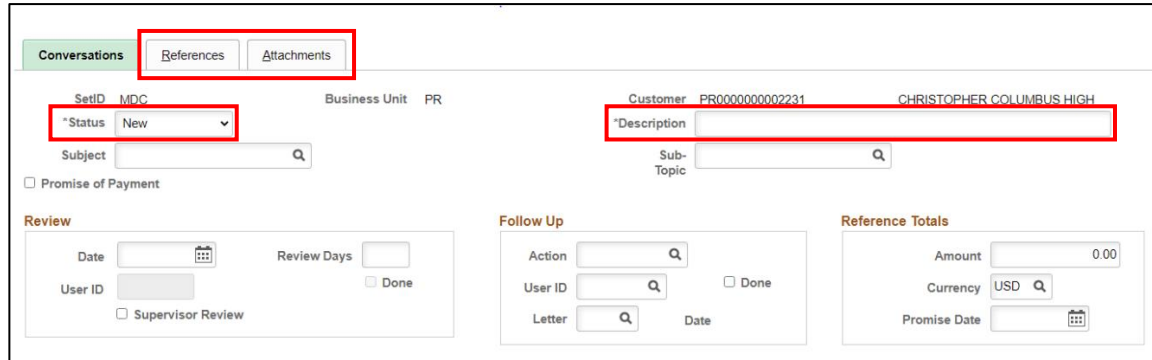
Item ID	Date	Amount	Currency	Amount	Currency
Item ID: TRO15904	05/26/2020	1,100.00	USD	1,100.00	USD
Payment: CHECK 1234	05/27/2020	416.00	USD	416.00	USD

	Count	Amount	Currency	Amount	Currency
Pay History Days:		0.00			
Credit Limit:		0.00	USD	0.00	USD
Balance:	3	1,190.00	USD	1,190.00	USD
Past Due:	3	1,190.00	USD	1,190.00	USD
Deductions:	0	0.00	USD	0.00	USD
Disputed:	0	0.00	USD	0.00	USD
Doubtful:	0	0.00	USD	0.00	USD
Collections:	0	0.00	USD	0.00	USD
Customer Deposits:	0	0.00	USD	0.00	USD
Supplier Balance:	0	0.00	USD	0.00	USD
High Balance YTD:		1,606.00	USD	1,606.00	USD
Sales YTD:		0.00	USD	0.00	USD
Last Year Sales:		0.00	USD	0.00	USD

5. Select the [Balance](#) link for view additional details.
6. Select the [Add Conversation](#) link.

Lesson 2: Collections and Aging

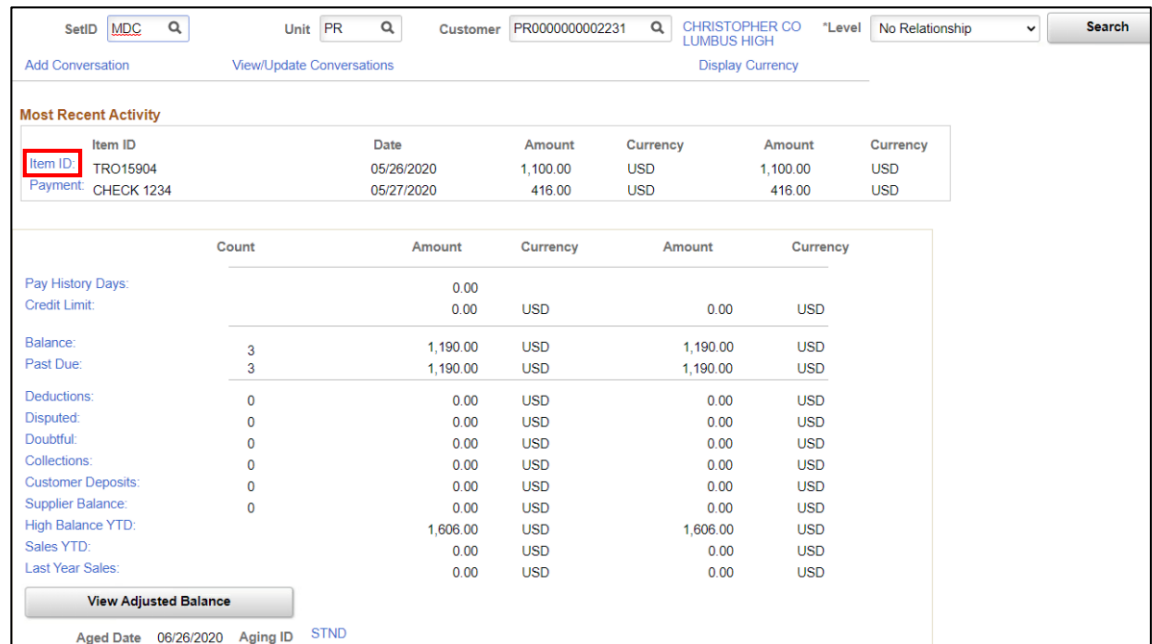
Lecture 4: Create Collection Activity



The screenshot shows the 'Conversations' form with the following fields and tabs:

- Tabs:** Conversations (selected), References, Attachments.
- SetID:** MDC
- MDC:** [Search]
- Business Unit:** PR
- PR:** [Search]
- Customer:** PR000000002231 CHRISTOPHER COLUMBUS HIGH
- *Status:** New (dropdown)
- *Description:** [Text field]
- Subject:** [Text field]
- Sub-Topic:** [Text field]
- Review:** Date, Review Days, User ID, Supervisor Review checkbox.
- Follow Up:** Action, User ID, Letter, Date, Done checkbox.
- Reference Totals:** Amount (0.00), Currency (USD), Promise Date.

7. Enter **New** in the **Status Field**, type the description in the **Description** field
8. Add an Item to the conversation by selecting **References** tab. (If applicable)
9. Add Attachments by Selecting **Attachments** tab. (if applicable)
10. Select the **OK** button.



The screenshot shows the 'Most Recent Activity' table and summary section:

Item ID	Date	Amount	Currency	Amount	Currency
TRO15904	05/26/2020	1,100.00	USD	1,100.00	USD
Payment: CHECK 1234	05/27/2020	416.00	USD	416.00	USD

Summary Section:

	Count	Amount	Currency	Amount	Currency
Pay History Days:		0.00			
Credit Limit:		0.00	USD	0.00	USD
Balance:	3	1,190.00	USD	1,190.00	USD
Past Due:	3	1,190.00	USD	1,190.00	USD
Deductions:	0	0.00	USD	0.00	USD
Disputed:	0	0.00	USD	0.00	USD
Doubtful:	0	0.00	USD	0.00	USD
Collections:	0	0.00	USD	0.00	USD
Customer Deposits:	0	0.00	USD	0.00	USD
Supplier Balance:	0	0.00	USD	0.00	USD
High Balance YTD:		1,606.00	USD	1,606.00	USD
Sales YTD:		0.00	USD	0.00	USD
Last Year Sales:		0.00	USD	0.00	USD

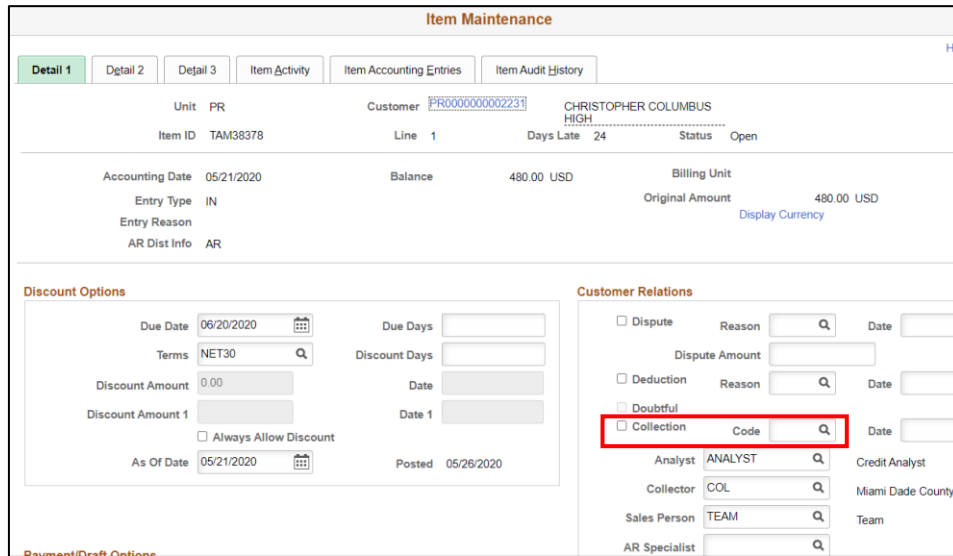
View Adjusted Balance button.

Aged Date: 06/26/2020 Aging ID: STND

11. Select the [Item ID](#) link

Lesson 2: Collections and Aging

Lecture 4: Create Collection Activity



Use the **Details 1** tab on the **Item Maintenance** page to place the item into collection or dispute under Customer Relations.

12. Select the **Collection** check box and Enter a **Code**.
 - a. **COL – Credit and Collections** (Finance Credit and Collections Division)
 - b. **INH – In-house Collections** (within the department)
13. Select the **OK** button.

To Mark an Item for Collections – Finance Credit and Collections Division

1. Navigate to Cust Accounts-Collections page:

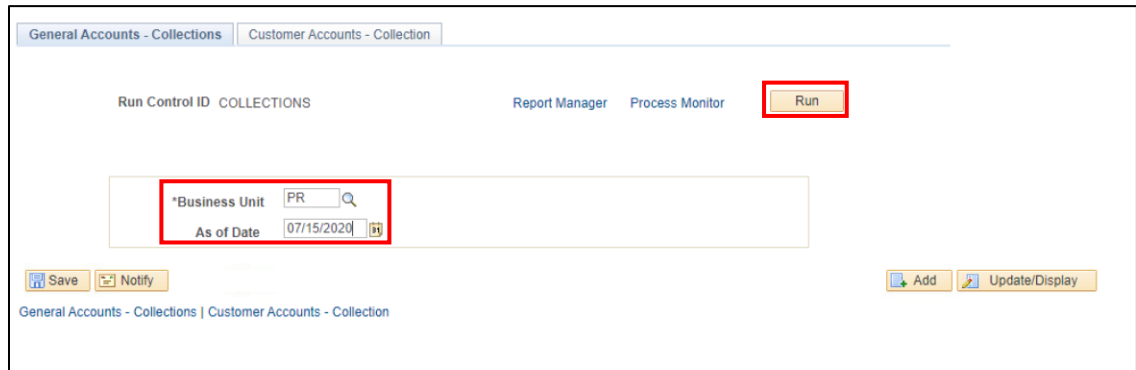
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Accounts for Collection > Add a New Value



1. Type **COLLECTIONS** in the **Run Control ID** field. Then Select the **Add** button.

Lesson 2: Collections and Aging

Lecture 4: Create Collection Activity



General Accounts - Collections | Customer Accounts - Collection

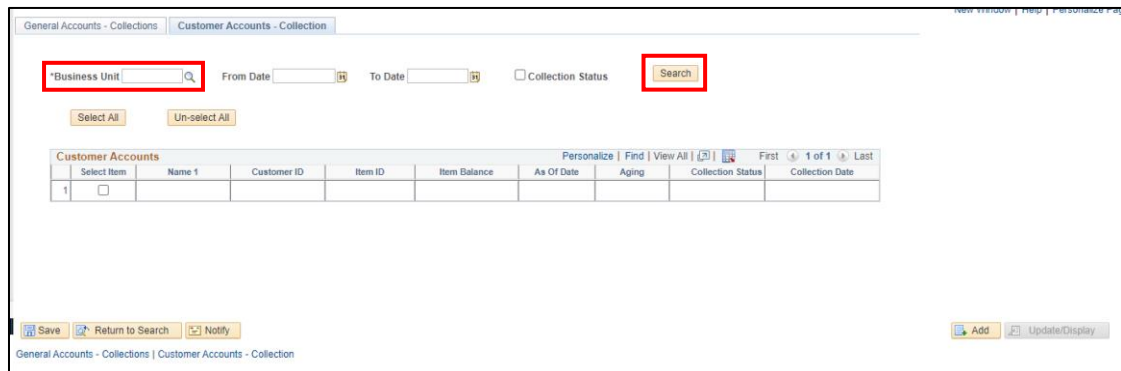
Run Control ID COLLECTIONS Report Manager Process Monitor **Run**

*Business Unit PR As of Date 07/15/2020

Save Notify Add Update/Display

General Accounts - Collections | Customer Accounts - Collection

2. Enter the following information
 - a. **Business Unit**
 - b. **As of Date**
3. Select the **Run** button.
4. Select **Customer Collection Process** from the **Process Scheduler Request** page. Then Select the **OK** button.
5. Record the **Process Instance** number, Select the [Process Monitor](#) link.
6. Select the **Refresh** button until the **Run Status** displays **Success** and the **Distribution Status** displays **Posted**.
7. Select the [Go back to Cust Accounts-Collection](#) link.
8. Select the **Customer Accounts – Collection** tab.



General Accounts - Collections | Customer Accounts - Collection

*Business Unit From Date To Date Collection Status Search

Select All Un-select All

Select Item	Name	Customer ID	Item ID	Item Balance	As Of Date	Aging	Collection Status	Collection Date
1 <input type="checkbox"/>								

Save Return to Search Notify Add Update/Display

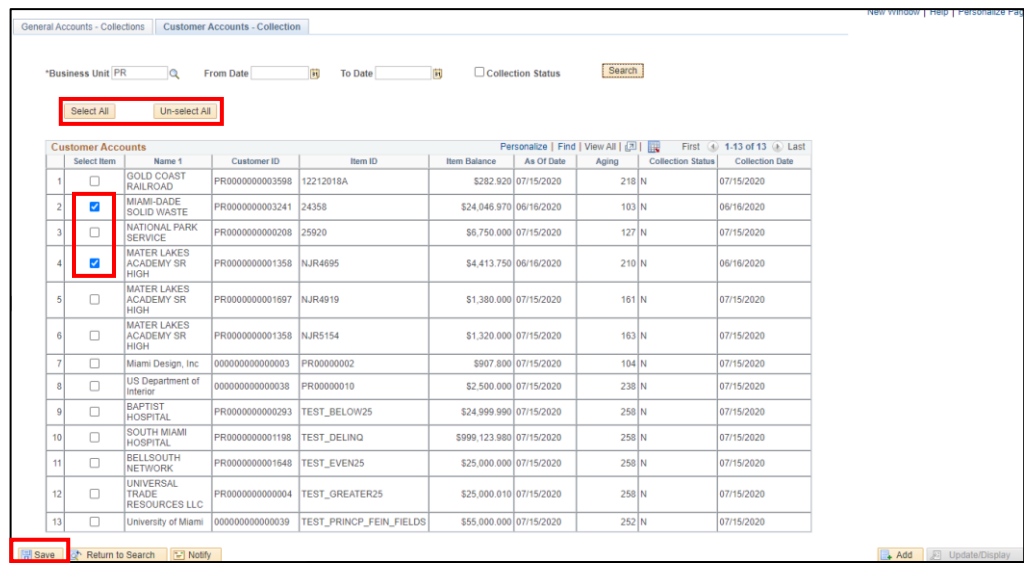
General Accounts - Collections | Customer Accounts - Collection

9. Enter the **Business Unit**. Then select the **Search** button.

After selecting search, a table will populate on the page identifying the outstanding item(s) for the business unit entered. The item(s) will only appear once the item(s) is past due 90 days.

Lesson 2: Collections and Aging

Lecture 4: Create Collection Activity



General Accounts - Collections | Customer Accounts - Collection

*Business Unit: FR | From Date: 06/15/2020 | To Date: 06/15/2020 | Collection Status: Search

Select All | Un-select All

Select Item	Name 1	Customer ID	Item ID	Item Balance	As Of Date	Aging	Collection Status	Collection Date
<input type="checkbox"/>	GOLD COAST RAILROAD	PR00000000003598	12212018A	\$282,920	07/15/2020	218	N	07/15/2020
<input checked="" type="checkbox"/>	MIAMI-DADE SOLID WASTE	PR00000000003241	24358	\$24,045,970	06/15/2020	103	N	06/15/2020
<input type="checkbox"/>	NATIONAL PARK SERVICE	PR00000000000208	25920	\$6,750,000	07/15/2020	127	N	07/15/2020
<input checked="" type="checkbox"/>	MATER LAKES ACADEMY SR HIGH	PR00000000001358	NJR4695	\$4,413,750	06/15/2020	210	N	06/15/2020
<input type="checkbox"/>	MATER LAKES ACADEMY SR HIGH	PR00000000001697	NJR4919	\$1,380,000	07/15/2020	161	N	07/15/2020
<input type="checkbox"/>	MATER LAKES ACADEMY SR HIGH	PR00000000001358	NJR5154	\$1,320,000	07/15/2020	163	N	07/15/2020
<input type="checkbox"/>	Miami Design, Inc.	0000000000000003	PR000000002	\$907,800	07/15/2020	104	N	07/15/2020
<input type="checkbox"/>	US Department of Interior	0000000000000038	PR000000010	\$2,500,000	07/15/2020	238	N	07/15/2020
<input type="checkbox"/>	BAPTIST HOSPITAL	PR00000000000293	TEST_BELOW25	\$24,999,990	07/15/2020	258	N	07/15/2020
<input type="checkbox"/>	SOUTH MIAMI HOSPITAL	PR00000000001198	TEST_DELINQ	\$999,123,980	07/15/2020	258	N	07/15/2020
<input type="checkbox"/>	BELLSOUTH NETWORK	PR00000000001548	TEST_EVEN25	\$25,000,000	07/15/2020	258	N	07/15/2020
<input type="checkbox"/>	UNIVERSAL TRADE RESOURCES LLC	PR00000000000004	TEST_GREATER25	\$25,000,010	07/15/2020	258	N	07/15/2020
<input type="checkbox"/>	University of Miami	0000000000000039	TEST_PRINCP_FEIN_FIELDS	\$55,000,000	07/15/2020	252	N	07/15/2020

Save | Return to Search | Notify | Add | Update/Display

10. Select an item or multiple items to send to collections. Then select the **Save** button.

11. Other ways to select and unselect an item(s)

c. Select the **Select All** button. Then select the **Save** button.

i. Select all items identified on the page

d. Select the **Un-select All** button. Then select the **Save** button.

i. If a mistake occurred and need a quick way to start over Select the un-select button, to un-select the item(s)

Once an item has been flagged to be sent to collections, the table will update with the **Collection Date**. All items flagged will be automatically interface through an Outbound batch process to Finance Credit and Collections Division.

Lesson 2: Training Activity

Demonstration The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Instructions Please refer to Activity 3 on the FIN205 Training Activity and Data Sheet.

This activity will be performed individually; you must complete it on your classroom workstation using the INFORMS training environment. Your Instructor will tell you how to log into INFORMS.

You will perform the activity by following the FIN205 Training Activity and Data Sheet and by using the training materials as reference tools.

At the conclusion of this lesson, users will be able to

Lesson 2: Training Exercise

Debrief



1. Can you view a customer's entire account history in INFORMS?

2. Can you print statements and/or dunning letters before processing Receivables update?

Lesson 2: Lesson Summary

Lesson Summary



Congratulations on completing the Collections and Aging lesson. Users should be able to:

- Age Receivables
- Create Customer Statements and Dunning
- Create Collection Activity

Lesson 3: Maintain Delinquent Accounts

Lesson 3: Overview

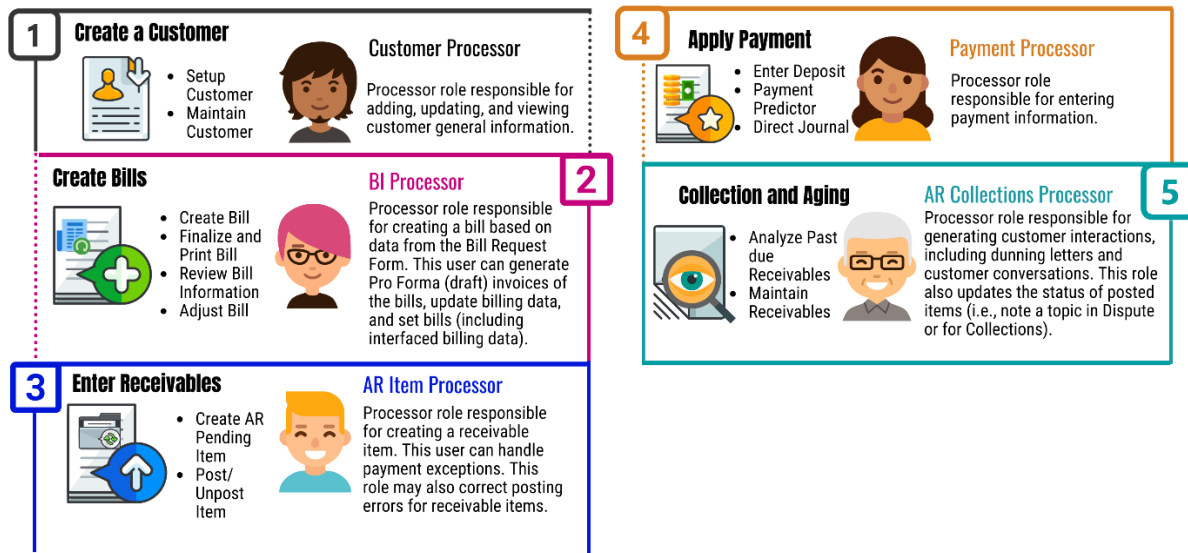
At the conclusion of this lesson, users will be able to:

- Maintain Delinquent Accounts

Lesson 3: Maintain Delinquent Accounts

Lesson 3: Delinquent Account Registry Introduction

INVOICE TO CASH Business Process



Lesson 3: Maintain Delinquent Accounts

Key Terms

The following key terms are used in this Lesson:



Term	Definition
Arrears/Arrearage	Shall mean any delinquent amounts owed by a contractor under contract, final non-appealable judgment, or lien with Miami-Dade County
Approved Payment Plan	Shall mean a written agreement between the Miami-Dade County and the contractor setting forth a repayment schedule that, by the end of the term of the approved payment plan, satisfies all of the contractor's arrearage to Miami-Dade County. Such a plan may include principle and interest payments, abatements, discounts, or any other financial terms and conditions available to the parties under the appropriate contracting authority.
Contract Document	A textual document created in INFORMS Supplier Contract Management that users can associate with a procurement contract, solicitation or a purchase order. Contract documents are signed agreements that bind buyers and suppliers to specific terms and conditions.
Contractors	Shall mean any individual contractor, or principal of any firm with a controlling financial interest in said entity which has entered into a contract with Miami-Dade County.
Controlling Financial Interest	Shall mean ownership, directly or indirectly, of ten (10) percent or more of the outstanding capital stock in any corporation, or direct or an indirect interest of ten (10) percent or more in a firm
Enforcement Threshold	Shall mean any arrearage under any individual contract, final non-appealable judgement or lien with Miami-Dade County that exceeds \$25,000 and has been delinquent for greater than 180 days.

Lesson 3: Maintain Delinquent Accounts

Lecture 1: Maintain Delinquent Accounts

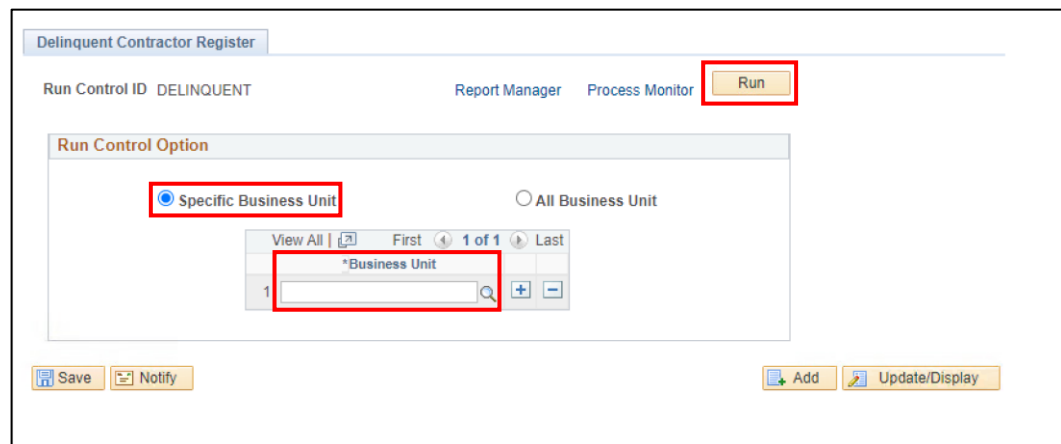
Process Delinquent Account Registry

1. Navigate to Delinquent Contractor Register page:

Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Delinquent Contractor Register > Add a New Value



2. Type **DELINQUENT** in the **Run Control ID** field. Then select the **Add** button.



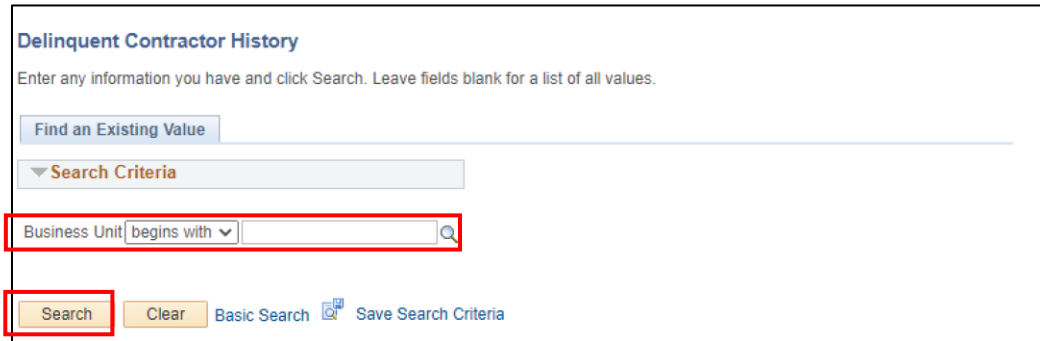
1. **Run Control Option** defaults to **Specific Business Unit**
2. Enter the **Business Unit**.
3. Select the **Run** button.
4. The **Process Schedule Request** page displays.
5. Select **MD_AR0203**. Then select the **OK** button.
6. Record the **Process Instance** number. Then select the [Process Monitor](#) link.
7. Select the **Refresh** button until the **Run Status** displays **Success** and the **Distribution Status** displays **Posted**.
8. Process Complete.

Lesson 3: Maintain Delinquent Accounts

Lecture 1: Maintain Delinquent Accounts

Identify item(s) for delinquent account register

1. Navigate to Delinquent Contractor History page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Delinquent Contractor Reg Hist > Find an Existing Value



2. Enter the **Business Unit (PR)** used to process the delinquent account registry. Then select the **Search** button.

A table displays on the **Delinquent Contractor Reg Hist** page identifying the outstanding item(s) for the business unit entered. The item(s) will only appear once the item(s) is past due 180 days with a balance greater than \$25,000.



Business Unit	Company Name	Principal Name	Company Address	Company FEIN	Item ID	Original Amount	Current Balance	Dept. User Name
<input checked="" type="checkbox"/> PR	SOUTH MIAMI HOSPITAL		ATT: THALIS CARELA, IMAGING, SOUTH MIAMI, FL 33143	590872594	TEST_DELIHQ	\$1,000,123.980	\$999,123.980	MD_AR_CTL_DELIN_ACCT_PRC
<input type="checkbox"/> PR	UNIVERSAL TRADE RESOURCES LLC		ATT: MONICA, MIAMI, FL 33157		TEST_GREATER25	\$25,000.010	\$25,000.010	Henry Matidios 1
<input type="checkbox"/> PR	University of Miami	JOHN DOE	1320 SOUTH DIXIE HWY, CORAL GABLES, FL 33146	590624458	TEST_PRINCP_FEIN_FIELDS	\$55,000.000	\$55,000.000	Camero, Michael

3. Verify the **Business Unit** populated on the **Delinquent Contractor Reg Hist** page
4. Select an item or multiple items to send to report on Delinquent Account Registry.
5. Then select the **Save** button.
6. Other ways to select and unselect an item(s)
 - e. Select the **Select All** button. Then select the **Save** button.
 - i. Select all items identified on the page
 - f. Select the **Un-select All** button. Then select the **Save** button.
 - i. If a mistake occurred and need a quick way to start over select the un-select button, to un-select the item(s)

Once an item has been flagged to report on Delinquent Account Registry, the table will update the **Date Item Reported** as well as whether the **Item Reported** or not.

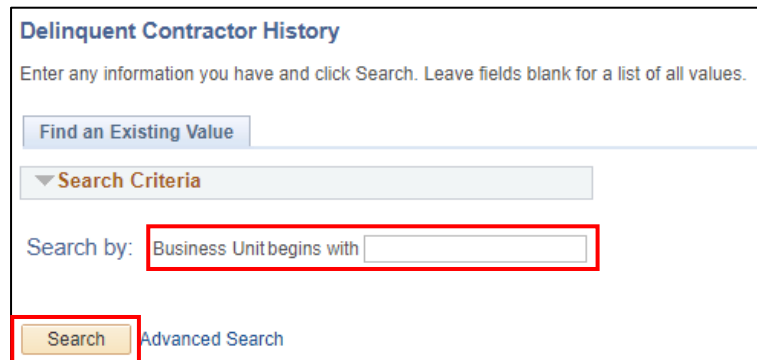
Lesson 3: Maintain Delinquent Accounts

Lecture 1: Maintain Delinquent Accounts

Removing an item from the Delinquent Account Registry

This process will be handled by Central Finance. In order to remove an item from the Delinquent Account Registry, the department should send a request to Central Finance with supporting documentation.

1. Navigate to Delinquent Contractor History page:
Finance/Supply Chain (FSCM) > Credit to Cash Operations > My Receivables Items > Delinquent Contractor Reg Hist > Find an Existing Value



1. Enter the **Business Unit** for the item that will be removed. Then select the **Search** button.



X	Business Unit	Company Name	Principal Name	Company Address	Company ID	Item ID	Original Amount	Current Balance	Dept. User Name	Item Reported (Y/N)	Date Item Reported	Date Item Removed	Remove
1	PR	SOUTH MIAMI HOSPITAL		ATT: THALIS CARELA, IMAGING, SOUTH MIAMI, FL 33143	560872594	TEST_DELINQ	\$1,000,123.980	\$999,123.980	MD_AR_CTL_DELIN_ACCT_PRCR	R	07/13/2020	07/14/2020	
2	PR	UNIVERSAL TRADE RESOURCES LLC		ATT: MONICA, MIAMI, FL 33157		TEST_GREATER25	\$25,000.010	\$25,000.010	Henry Matillas 1	R	07/13/2020	07/13/2020	
3	PR	University of Miami	JOHN DOE	1322 SOUTH DIXIE HWY, CORAL GABLES, FL 33146	560524458	TEST_PRINCP_FEIN_FIELDS	\$55,000.000	\$55,000.000	Camero, Michael	Y	07/14/2020	07/14/2020	Remove

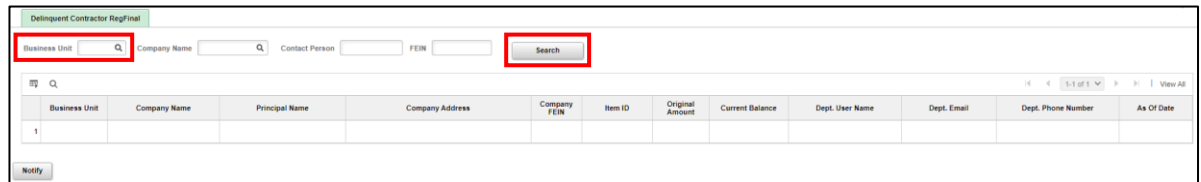
2. Select the [Remove](#) link.
3. Select the **Save** button.

Lesson 3: Maintain Delinquent Accounts

Lecture 1: Maintain Delinquent Accounts

Review the Final Delinquent Account Registry

1. Navigate to Delinquent Contractor RegFinal page:
Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Delinquent Contractor RegFinal

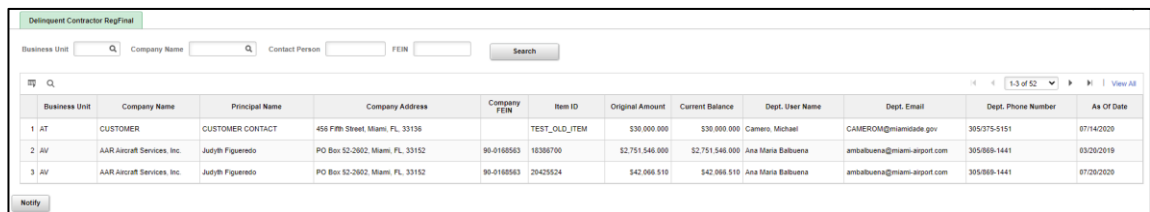


Delinquent Contractor RegFinal

Business Unit Company Name Contact Person FEIN

Business Unit	Company Name	Principal Name	Company Address	Company FEIN	Item ID	Original Amount	Current Balance	Dept. User Name	Dept. Email	Dept. Phone Number	As Of Date
1											

2. View the Final Report
 - a. Enter the **Business Unit**, to only see items for a specific Business Unit. Then select the **Search** button.
 - b. Select the **Search** button, to see all items regardless of business unit.



Delinquent Contractor RegFinal

Business Unit Company Name Contact Person FEIN

Business Unit	Company Name	Principal Name	Company Address	Company FEIN	Item ID	Original Amount	Current Balance	Dept. User Name	Dept. Email	Dept. Phone Number	As Of Date
1 AT	CUSTOMER	CUSTOMER CONTACT	456 Fifth Street, Miami, FL 33136		TEST_OLD_ITEM	\$30,000.000	\$30,000.000	Camero, Michael	CAMEROM@miamidade.gov	305/375-9151	07/14/2020
2 AV	AAR Aircraft Services, Inc.	Judyth Figueroa	PO Box 52-2802, Miami, FL 33152	90-0160563	10388700	\$2,751,546.000	\$2,751,546.000	Ana Maria Balbuena	ambalbuena@miami-airport.com	305/866-1441	03/26/2019
3 AV	AAR Aircraft Services, Inc.	Judyth Figueroa	PO Box 52-2802, Miami, FL 33152	90-0160563	20425524	\$42,066.510	\$42,066.510	Ana Maria Balbuena	ambalbuena@miami-airport.com	305/866-1441	07/26/2020

Lesson 3: Training Activity 1

Demonstration The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Instructions Please refer to Activity 4 on the FIN205 Training Activity and Data Sheet.

This activity will be performed individually; you must complete it on your classroom workstation using the INFORMS training environment. Your Instructor will tell you how to log into INFORMS.

You will perform the activity by following the FIN205 Training Activity and Data Sheet and by using the training materials as reference tools.

At the conclusion of this lesson, users will be able to

Lesson 3: Training Exercise

Debrief



1. Can any customer/item be reported on the Delinquent Account Registry?

2. Can anyone remove an item from the Delinquent Account Registry?

Lesson 3: Lesson Summary

Lesson Summary



Congratulations on completing the Set-up and Maintain Customer lesson. Users should be able to:

- Maintain Delinquent Accounts

Module 3: Course Summary

Course Summary



The Course Summary module covers three topics:

- Course Content Summary
- Additional Training and Job Aids
- Course Evaluation

Module 3: Course Summary

Objectives Achieved



Congratulations on completing the Customer Setup, Credit and Collections course. Users now should be able to:

- Setup and Maintain Customers and Contacts
- Maintain Collections and Aging
- Maintain Delinquent Accounts

Module 3: Course Summary

Additional Training and Job Aids

Users may be eligible to take the following training courses based on their INFORMS roles:

- FIN 203 – Create and Finalize Bills
- FIN 204 – Receivables Processing

Users also have the following resources available

User Productivity Kits

- Create and Update Customer Information
- Create and Update Contact Information
- Create Customer Statement
- Create Dunning Letter
- Create Collection Activity
- Maintain Delinquent Account

Job Aids

- N/A

For additional Information, be sure to visit:

- Miamiidade.gov/informs

Module 3: Course Summary

Key Terms



The following key terms are used in this course:

Term	Definition
Accounts Receivable Aging Process	Accounts Receivable Aging Process is a process used to update the items and customer aging information.
Aging	Aging is the process of categorizing receivables based on the number of days that they have been outstanding.
Approved Payment Plan	Shall mean a written agreement between the Miami-Dade County and the contractor setting forth a repayment schedule that, by the end of the term of the approved payment plan, satisfies all of the contractor's arrearage to Miami-Dade County. Such a plan may include principle and interest payments, abatements, discounts, or any other financial terms and conditions available to the parties under the appropriate contracting authority.
Arrears/Arrearage	Shall mean any delinquent amounts owed by a contractor under contract, final non-appealable judgment, or lien with Miami-Dade County
Contract Document	A textual document created in INFORMS Supplier Contract Management that users can associate with a procurement contract, solicitation or a purchase order. Contract documents are signed agreements that bind buyers and suppliers to specific terms and conditions.
Contractors	Shall mean any individual contractor, or principal of any firm with a controlling financial interest in said entity which has entered into a contract with Miami-Dade County.
Controlling Financial Interest	Shall mean ownership, directly or indirectly, of ten (10) percent or more of the outstanding capital stock in any corporation, or direct or an indirect interest of ten (10) percent or more in a firm

Module 3: Course Summary

Key Terms



The following key terms are used in this course:

Term	Definition
Customer ID	The Customer ID is a unique identifier associated to a customer
Deposit ID	The Deposit ID is the deposit slip number provided on the departments assigned deposit booklet
Direct Journal	A Direct Journal is used to record a non-AR item in INFORMS. Previously known as Report of Collections (ROC)
Dunning	Dunning is used to provide the customers with notices based on Aging.
Enforcement Threshold	Shall mean any arrearage under any individual contract, final non-appealable judgement or lien with Miami-Dade County that exceeds \$25,000 and has been delinquent for greater than 180 days.
Payment Predictor	Payment Predictor is used to process payments automatically against an AR item to offset the accounts receivable balance for the item and post cash to GL.