Course ID: FIN 204
Course: Receivables Processing

Ground Rules

Be on time

Attendance

Turn off your cell phones when in class

Take breaks as needed

Participate actively in class; refrain from email and internet use

Feel free to ask questions

MIAMI-DADE COUNTY

Course Overview

Course Description	This course provides a comprehensive review of the Receivables Processing processes. This course consists of the following modules: • Module 1: Course Introduction • Module 2: Enter Receivables • Module 3: Maintain Receivables • Module 4: Course Summary
Training Audiences	• Department AR Item Processor • Department AR Payment Processor • Department AR Write-Off Approver • Central AR Write-Off Approver
Prerequisites	• ERP 101 – Overview of ERP • ERP 102 – INFORMS Navigation, Reporting, and Online Help • FIN 101 – Financials Fundamentals • FIN 203 – Create and Finalize Bills
Estimated Duration	• 3 Hours

Course Outline

Content
Module 1: Course Introduction
Module 2: Enter Receivables
•   Lesson 1: How to Create Items
o   Lecture 1: How to Create Items Manually Online
o   Lecture 2: How to Verify Items via Billing
o   Lecture 3: Verify Imported Items from External Systems Receivables
•   Lesson 2: Deposits and Cash Applications
o   Lecture 1: Create Online Deposit and Payment Application
o   Lecture 2: Create Direct Journal Payments

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Course Outline

Content
Module 3: Maintain Receivables
•   Lesson 1: Review Items
o   Lecture 1: Verify Item Status
o   Lecture 2: Correcting Posting Errors
•   Lesson 2: How to Create Write-Offs
o   Lecture 1: Create Write-Offs
o   Lecture 2: Approve Write-Offs
Module 4: Course Summary

Module 1: Course Introduction

Module 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, Activities, and Exercises

MIAMI-DADE COUNTY

Course Administration and Logistics

To receive credit for completing this course, you must record your attendance at the beginning <u>and</u> end of class

Actively participate in class

Ask questions; this is your time to learn

Please turn off your cell phones and refrain from checking email and the Internet while in class

Take Breaks at scheduled times

Be back from Breaks on time

Learning Objectives

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

- Enter Receivables

- Enter Deposits

- Maintain Receivables

Roles and Responsibilities

The roles and responsibilities associated with the Receivables Processing include:

Role	Responsibilities
Department AR Item Processor	The Department AR Item Processor is responsible for creating a receivable item inside the system. 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 Payment Processor	The Department AR Payment Processor has the ability to enter payments and apply payments to receivables.

Roles and Responsibilities
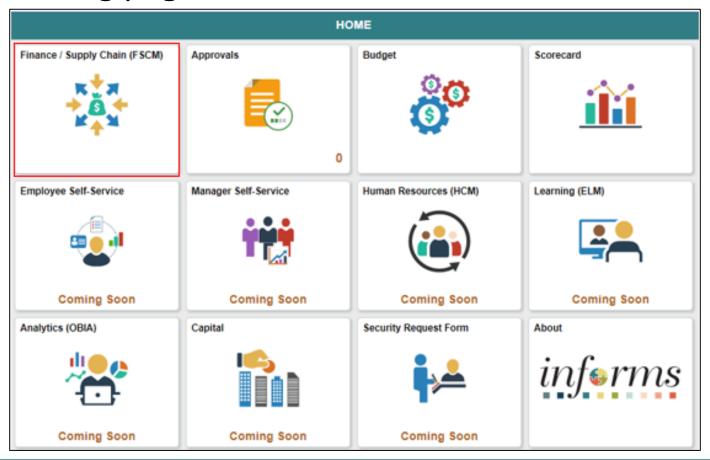
The roles and responsibilities associated with the Receivables Processing include:

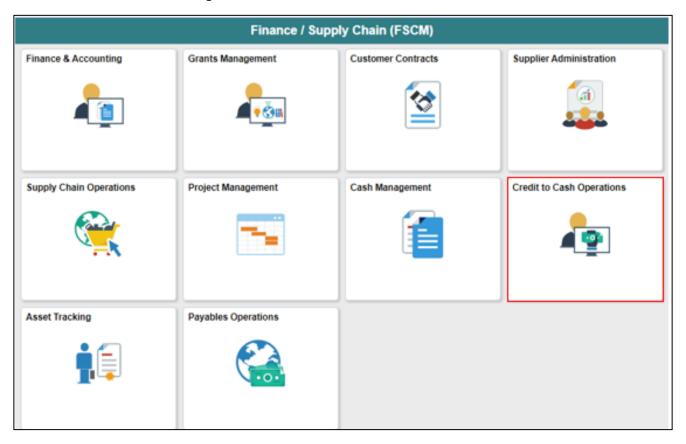| Role	Responsibilities
Department AR Write-off Approver	The Department AR Write-off Approver is responsible for approving write-offs at a department level.
Central AR Write-off Approver	The Central AR Write-off Approver is responsible for approving write-offs at a central level.

Navigation

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

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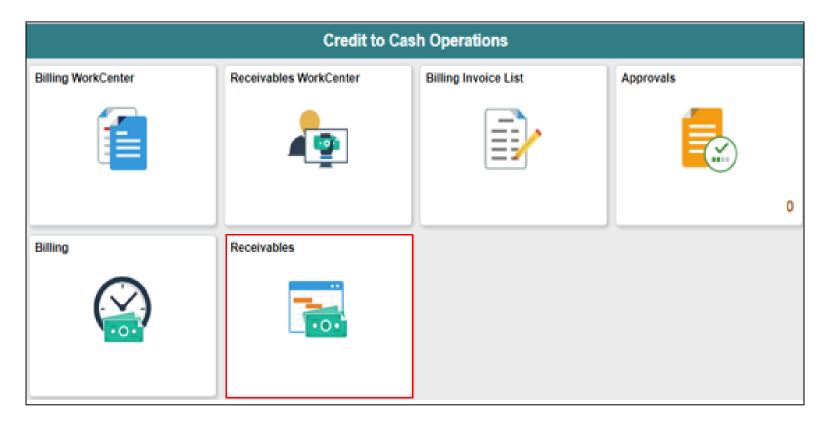
2. Select **Credit to Cash Operations**

Navigation

3. Select **Receivables**

The Key Changes in the Business Process

- One (1) A/R system – tracking receivables
- Customers – standardize customers
  - One (1) Customer ID per customer
- Eliminate manual A/R entries
  - A/R created at time of billing
- 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
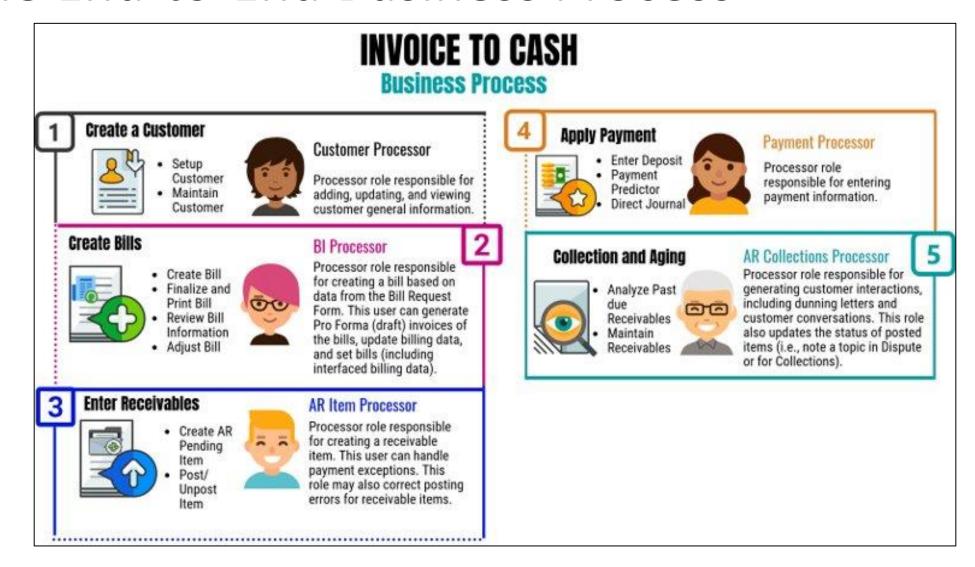
The End-to-End Business Process

Using Receivable Module in INFORMS enables users to:

- Enter and track receivables.

- Receive and apply payments.

- Manage outstanding receivables enabling Miami-Dade County to collect money quickly.

- Manage payment disputes and deductions.

The End-to-End Business Process

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.

Instructor Demonstrations

Training Activities

Training Exercises

Module 1: Course Introduction Summary

Module 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, Activities, and Exercises

Module 2: Enter Receivables

Module Topics
Module Introduction
• Lesson 1: How to Create Items
o Lecture 1: How to Create Items Manually Online
o Lecture 2: How to Verify Items Interfaced Through Billing
o Lecture 3: Verify Imported Items from External Systems Receivables
• Lesson 2: Deposits and Cash Applications
o Lecture 1: How to Create an Online Deposit and Payment Application
o Lecture 2: How to Create Direct Journal Payments

Lesson 1: How to Create Items

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

- Create items manually online
- Verify Items Via Billing Module
- Verify Imported items from external systems receivables

Lecture 1: How to Create Items Manually Online

Entering and posting receivables was a multi-step process depending on the system(s) being used by County departments. Moving forward, an account receivable entry must be established in INFORMS in one of these three ways:

1. Manual online entry
2. Interfaced through INFORMS Billing Module
3. Imported from external systems receivables

Lesson 1: Key Terms

Term	Definition
AR Update	A batch process used to update customer balances and create accounting entries.
Bank Account	A bank account identifier represents the bank account in which transactions are made
Bill	Bill issued by Miami Dade County after having provided goods or services to the customer. Also known as Invoice.
Billing Interface	The billing interface enables automatic creation of a bill using data from other INFORMS modules, such as INFORMS Project Costing, or an external system, such as ISD M5.
ChartFields	INFORMS data element that has a validated listed of values. Known as Financial Structure
Customer ID	The Customer ID is a unique identifier associated to a customer

Lesson 1: Key Terms

Term	Definition
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)
INFORMS	Integrated Financials Resource Management System
Item	Is the money owed by customers to another entity in exchange for goods or services that have been delivered or used, but not yet paid for
Payment Predictor	Payment Predicator is used to process payments automatically against an AR item to offset the accounts receivable balance for the item and post cash to GL
Receivables	Receivables are amounts owed by customers for services rendered or goods sold and expected to be received within the next 12 months. Receivables are considered Current Assets.
Worksheets	the INFORMS page where nearly all accounts receivable actions are done, such as creating items and maintaining items, payments, and credits/debits. Each of the actions has a separate worksheet.

Lecture 1: How to Create Items Manually Online

Most of the time, item processors will not have to manually create pending items. In the case that they do, users must navigate to the **Create Receivables Items** page.

- **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Create Receivable Items**

Lecture 1: How to Create Items Manually Online

- The **Group Control** Tab can be used to enter the group type, origin ID, number of items, and monetary information for the items. This page also displays status and posting action for the pending items group as well as balance status of the accounting entries.
- Use the **Pending Item 1** page to enter basic identifying information regarding each item. This page will display a row for each item in the group.
- Use the **Pending Item 2** page to submit credit management information regarding collection and dispute status for the items. The user should choose either dispute or collection with the corresponding reason code.

Lecture 1: How to Create Items Manually Online

- Use the **Pending Item 3** page to enter detailed information for certain items such as industry-specific data.

- Once item information has been entered, use the **Accounting Entries** page to create an accounting entry for each item in this group. Use the **Create** icon (Lighting Bolt) to generate an account entry in the distribution lines table.

- The **Group Action** page allows the user to do three types of activities with this group: Group Action, Account Entry Actions, and Posting Action. Under Group Action, the user can balance or delete the group.

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Lecture 1: How to Create Items Manually Online

- The **Receivables Update (ARUPDATE)** process is the posting process in INFORMS. Receivables are run through a posting process, which updates customer balances and creates accounting entries automatically.

- INFORMS will run the Receivables Update process automatically nightly.

Lecture 2: How to Verify Items via Billing
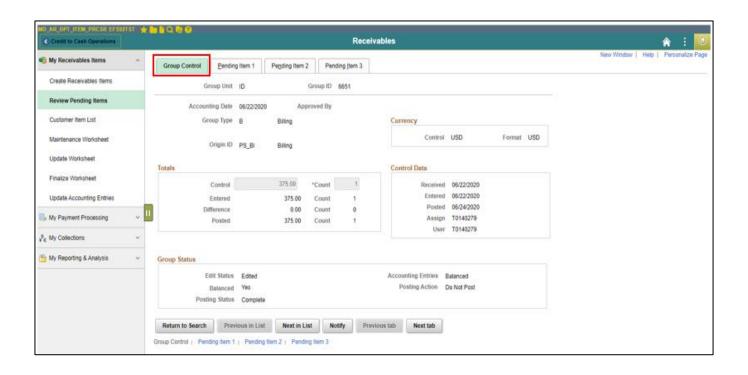
- Navigate to the All Items page: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Review Pending Items**

Lecture 2: How to Verify Items via Billing

- The **Group Control Tab** shows the total amount and count for the deposit. In the Group Status Section, users are able to see the posting status (complete) as well as the accounting status (balanced).

Lecture 2: How to Verify Items via Billing

- Within the Pending Item 1 tab, each of the payments within the deposit are displayed.
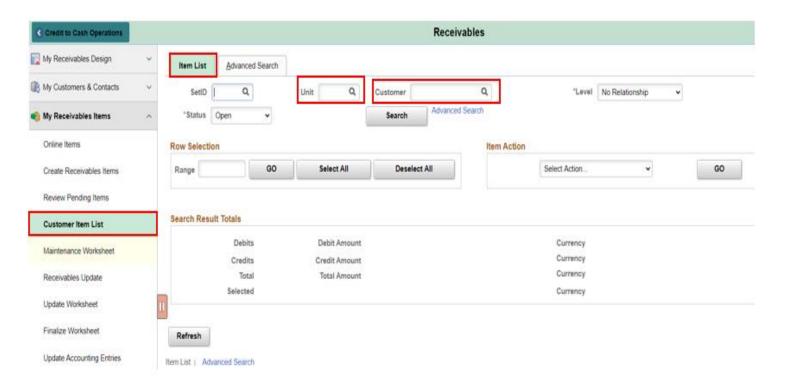
Lecture 3: Verify Imported Items from External Systems Receivables

- There are multiple ways to inquire on items received via external systems. In addition to using the All Items Page, users may also utilize the **Customer Items List**. This page allows users to inquire on a customer within the user's business unit.

Lecture 3: Verify Imported Items from External Systems Receivables
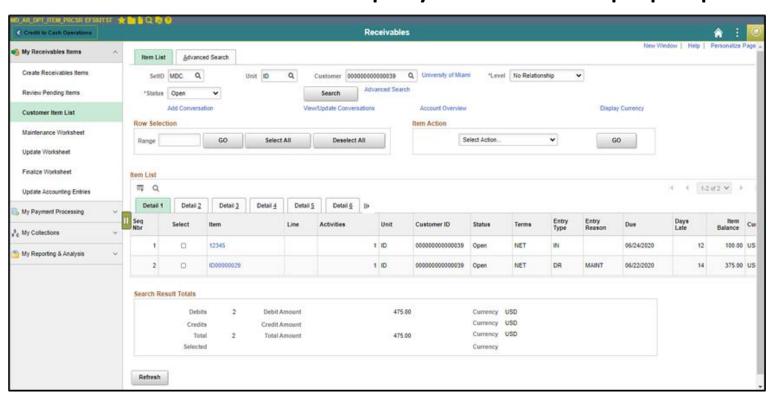
- Navigate to the **Customer Item List** page: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Customer Item List**

Lecture 3: Verify Imported Items from External Systems Receivables

- All pending items for the customer within the business unit is displayed. Users are able to select or drill down the item number and the detail for that item will be displayed within a pop-up.

Lesson 1: Lesson Summary

Having completed the How to Create Items lesson, users should be able to:

- Create items manually online
- Verify Items Via Billing Module
- Verify Imported items from external systems receivables

Lesson 2: Deposits and Cash Applications

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

- Create online deposit and payment application
- Create direct journal payments
- Inbound deposits

Lecture 1: Create Online Deposit and Payment Application

INVOICE TO CASH
Business Process

1 Create a Customer

Customer Processor

- Setup Customer
- Maintain Customer

Processor role responsible for adding, updating, and viewing customer general information.

2 Create Bills

BI Processor

- Create Bill
- Finalize and Print Bill
- Review Bill Information
- Adjust Bill

Processor role responsible for creating a bill based on data from the Bill Request Form. This user can generate Pro Forma (draft) invoices of the bills, update billing data, and set bills (including interfaced billing data).

3 Enter Receivables

AR Item Processor

- Create AR Pending Item
- Post/Unpost Item

Processor role responsible for creating a receivable item. This user can handle payment exceptions. This role may also correct posting errors for receivable items.

4 Apply Payment

Payment Processor

- Enter Deposit
- Payment Predictor
- Direct Journal

Processor role responsible for entering payment information.

5 Collection and Aging

AR Collections Processor

- Analyze Past due Receivables
- Maintain Receivables

Processor role responsible for generating customer interactions, including dunning letters and customer conversations. This role also updates the status of posted items (i.e., note a topic in Dispute or for Collections).
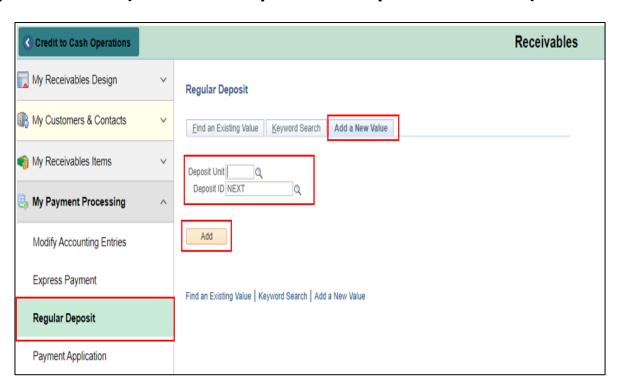
MIAMI-DADE COUNTY

Lecture 1: How to Create Online Deposit and Payment Application

Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Payment Processing > Regular Deposit**

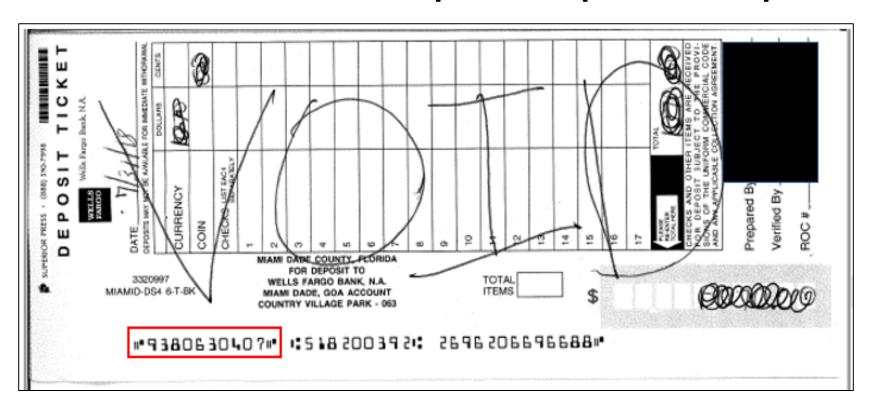# Lecture 1: How to Create Online Deposit and Payment Application

1. Select **Add** a new value

2. Select the **Business Unit**

3. Enter the **Deposit ID** (Bank Deposit Slip Number). Select **Add**

Lecture 1: How to Create Online Deposit and Payment Application

Below is a sample deposit slip

Lecture 1: How to Create Online Deposit and Payment Application

- The **Totals** tab should be used to enter information for a new deposit or delete a deposit. Once a deposit has been reconciled with a bank statement, this page will be unavailable.

- Use the **Payments** tab to supply further information regarding the deposit. Ensure that the **Journal Directly** (if payment must be applied via direct journal) or **Payment Predictor** (if payment should be applied via payment predictor) option is checked to ensure that the deposit is available for processing.

  - Note: If the payment should be applied manually via a worksheet, do not check off any box.

Lecture 1: How to Create Online Deposit and Payment Application

- Make sure the deposit is balanced before saving. Deposits can be modified and deleted before accounting entries are successfully budget checked and shown as Complete

- When deposits are received in INFORMS, the AR Payload process will quality check the deposit for formatting errors or unbalanced deposits.

- The **Payment Predictor** process is used for payments referencing an item or project reference qualifier. The Payment Processor will create and update payments application worksheets manually for payments that the payment predictor process did not automatically match to AR items.

Lecture 1: How to Create Online Deposit and Payment Application
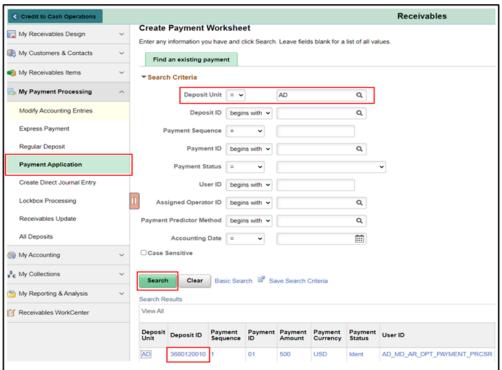
The **Payment Application Worksheet** page allows users to select information through the selection and sorting features.

- Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables >My Payment Processing > Payment Application**

Lecture 1: How to Create Online Deposit and Payment Application

1. Enter the **'Deposit Unit'**

2. Select the **'Search'** button

3. Select a **'Deposit ID'** from the search results

Lecture 1: How to Create Online Deposit and Payment Application

- The user can also view details by choosing **View Detail**. Be sure to review all payment application worksheets.

- Worksheets that are incorrect or no longer required should be deleted. Prior to posting, worksheets should be balanced. Proceed to create and review accounting entries for each payment if the worksheet is required.

- Accounting entry edits can be made prior to posting when reviewing the accounting entry. After the errors are corrected, the Payment Processor can select the Batch Standard posting action.

Lecture 2: How to Create Direct Journal Payments
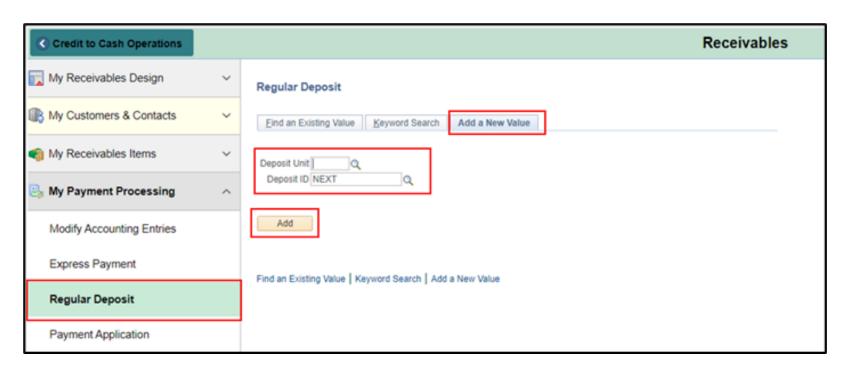
Once the deposit is entered, users will need to navigate to the accounting entries page.

- Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Payment Processing > Create Direct Journal Entry**

Lecture 2: How to Create Direct Journal Payments

1. Select **Add** a new value

2. Select the **Business Unit**

3. Enter the **Deposit ID** (Bank Deposit Slip Number)

Lecture 2: How to Create Direct Journal Payments

- The **Totals** tab should be used to enter information for a new deposit or delete a deposit. Once a deposit has been completed, this page will be unavailable.

- Use the **Payments** tab to supply further information regarding the deposit. Ensure that the Journal Directly option is checked to ensure that the deposit is available for processing.

Lecture 2: How to Create Direct Journal Payments
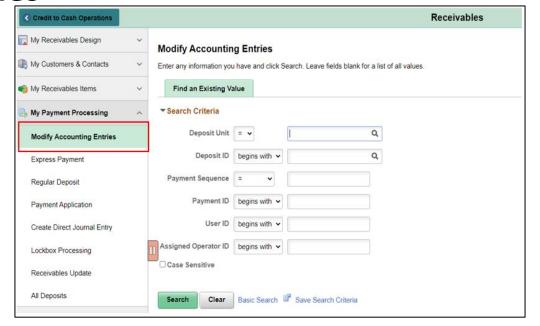
- Once the deposit is entered, users will need to navigate to the accounting entries page to enter the accounting distribution.
  - Navigate to the Create Accounting Entries page: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Payment Processing > Create Direct Journal Entry**

Lecture 2: How to Create Direct Journal Payments

To modify or review an accounting entry, navigate to the **Modify Accounting Entries** page Using the Navigator on the left-hand side.

- Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Payment Processing > Modify Accounting Entries**

Lecture 2: How to Create Direct Journal Payments

- Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Payment Processing > All Deposits**

Lecture 2: How to Create Direct Journal Payments
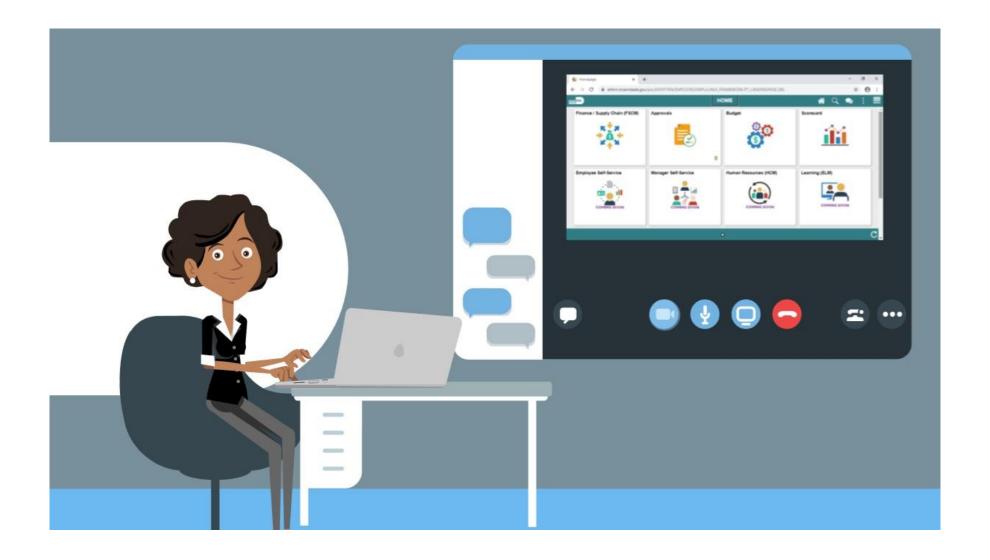
- Select **Find an Existing Value**, enter **Deposit Unit** and **Entered Date**, then select **Search**.

Lesson 2: Activities and Exercises

Module 2: Enter Receivables Summary

Module Topics
Module Introduction
• Lesson 1: How to Create Items
• Lecture 1: How to Create Items Manually Online
• Lecture 2: How to Create Items Interfaced Through Billing
• Lecture 3: Import Items from External Systems Receivables
• Lesson 2: Deposits and Cash Applications
• Lecture 1: How to Create an Online Deposit and Payment Application
• Lecture 2: How to Create Direct Journal Payments

Module 3: Maintain Receivables

Module Topics
Module Introduction
• Lesson 1: How to Review Items
• Lecture 1: Verify Item Status
• Lecture 2: Correct un-posting errors
• Lesson 2: How to Create and Approve Write-Offs
• Lecture 1: Create Write-Offs
• Lecture 2: Approve Write-Offs

Lesson 1: How to Review Items

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

- Verify item status
- Correct un-posting errors

Lecture 1: Verify Item Status

- To verify that the group has been posted, navigate to the **Group Control** page.
  - Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables >My Receivables Items> Review Pending Items**

Lecture 2: Correct Posting Errors

If the posting status contains an error, choose **Error Info** to view more information regarding the error. **Explain** will provide further details. To correct the error, choose the component that needs to be corrected.

- Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Online Items**

Lesson 1: Lesson Summary

Having completed the How to Review Items lesson, users should be able to:

- Verify item status
- Correct un-posting errors

Lesson 2: How to Create Write-offs

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

- Create write-offs
- Approve write-offs

Lecture 1: Create Write-offs

- The **Application Worksheet** page allows users to select information through the selection and sorting features. The user can also view details by choosing **View Detail**. Be sure to review all application worksheets. Worksheets that are incorrect or no longer required should be deleted.

- There are three steps to Worksheets:

  1. Build the worksheet

  2. Apply Item and Write-Off Reason.

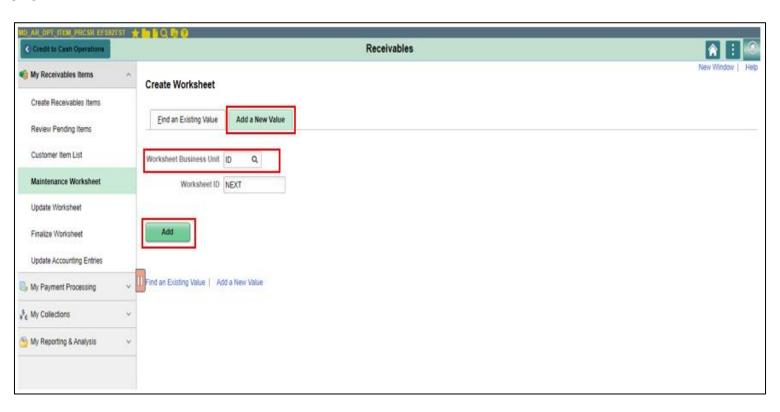 3. Create and review Accounting Entries

Lecture 1: Create Write-offs

Navigate to: **Finance/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Receivables Items > Maintenance Worksheet**

Lecture 1: Create Write-offs

1. Select on **Add a new value** tab
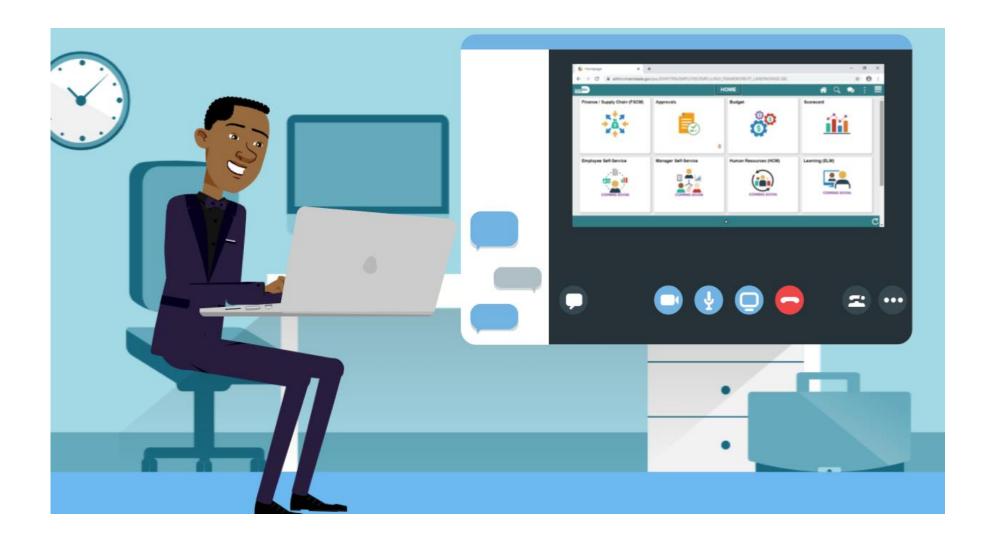2. Select **Business Unit**
3. Select **Add**

Lecture 2: Approve Write-offs

1. Select the **Approvals** tile on the Home Page

Lesson 2: Activities and Exercises

Module 3: Maintain Receivables Summary

Module Topics
Module Introduction
• Lesson 1: How to Review Items
• Lecture 1: Verify Item Status
• Lecture 2: Correct un-posting errors
• Lesson 2: How to Create and Approve Write-Offs
• Lecture 1: Create Write-Offs
• Lecture 2: Approve Write-Offs

Module 4: Course Summary

Module Topics
Course Content Summary
Additional Training and Job Aids
Course Summary

Module 4: Course Summary

Congratulations on completing the FIN 204 course! Users now should be able to:

- Enter Receivables
- Enter Deposits
- Maintain Receivables

Additional Training and Job Aids

- End-User Training Guide
- User Productivity Kit
  - How to Enter a Deposit for a Customer
  - How to Enter a Direct Journal Payment
  - How to Create Write-offs

Congratulations on successfully completed the *Receivables Processing* course!

FIN 204 – Receivables Processing

Course Evaluation

The end-of-course evaluation allows the users to assess the effectiveness of the instruction and training materials for this course and will be used for their continuous improvement.