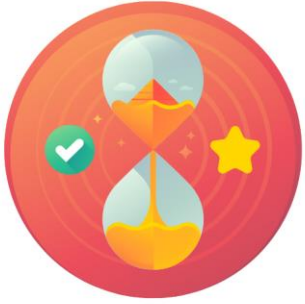
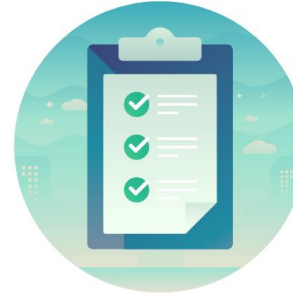


Course ID: FIN 205  
Course: Customer Setup, Credit and  
Collections

# Ground Rules



Be on time



Attendance



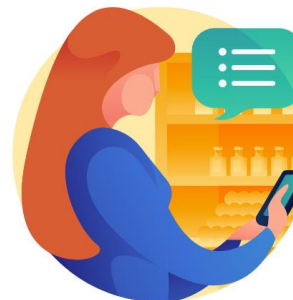
Turn off your cell phones when in class



Take breaks as needed



Participate actively in class; refrain from email and internet use



Feel free to ask questions

# Course Overview

<b>Course Description</b>	<p>This course provides a comprehensive review of the Customer Setup, Credit, and Collections processes.</p> <p>This course consists of the following modules:</p> <ul style="list-style-type: none"><li>• Module 1: Course Introduction</li><li>• Module 2: Customer Setup, Credit and Collections</li><li>• Module 3: Course Summary</li></ul>
<b>Training Audiences</b>	<ul style="list-style-type: none"><li>• Central AR Delinquent Account Processor</li><li>• Department AR Collections Processor</li><li>• Department AR Item Processor</li><li>• Department Confidential Customer Processor</li><li>• Department Customer Processor</li></ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"><li>• ERP 101 – Overview of ERP</li><li>• ERP 102 – INFORMS Navigation, Reporting and Online Help</li><li>• FIN 101 – Financials Fundamentals</li></ul>
<b>Estimated Duration</b>	<ul style="list-style-type: none"><li>• 4 Hours</li></ul>

# Course Outline

## Content

### Module 1: Course Introduction

### Module 2: Customer Setup, Credit and Collections

- Lesson 1 Set-up and Maintain Customers and Contacts
  - Lecture 1: Create and Update Customer Information
  - Lecture 2: Create and Update Contact Information
- Lesson 2 Collections and Aging
  - Lecture 1: Age Receivables
  - Lecture 2: Create Customer Statements
  - Lecture 3: Create Customer Dunning Letters
  - Lecture 4: Create Collection Activity

# Course Outline

## Content

- Lesson 3: Maintain Delinquent Accounts
  - Lecture 1: Maintain Delinquent Accounts

Module 3: 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

# Course Administration and Logistics



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



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



Actively participate in class



Take Breaks at scheduled times



Ask questions; this is your time to learn



Be back from Breaks on time

# Learning Objectives

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



# Roles and Responsibilities

The roles and responsibilities associated with Customer Setup, Credit, and Collections include:

Role	Responsibilities
<b>Central AR Delinquent Account Processor</b>	The Central AR Delinquent Account Processor is responsible for removing items from the delinquent account registry.
<b>Department AR Collections Processor</b>	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.
<b>Department AR Item Processor</b>	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.

# Roles and Responsibilities

The roles and responsibilities associated with Customer Setup, Credit, and Collections include:

Role	Responsibilities
<b>Department AR Confidential Customer Processor</b>	The Department Customer Processor is responsible for Adding, Updating, and Viewing customer confidential information.
<b>Department Customer Processor</b>	The Department Customer Processor has the ability to add, update, and view customer general information.

# Navigation

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

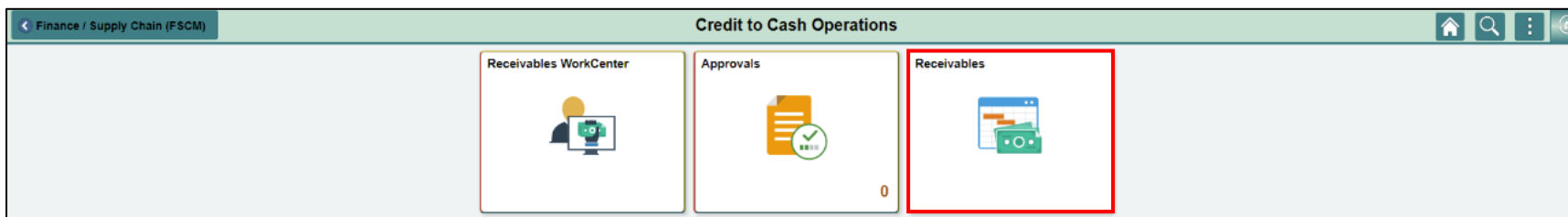
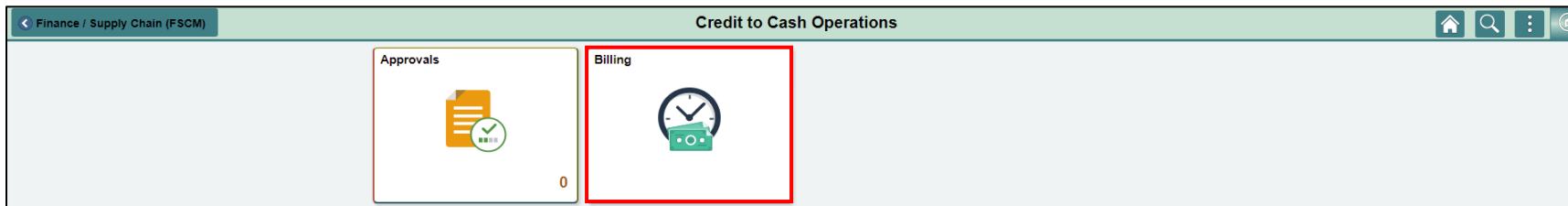


# Navigation

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



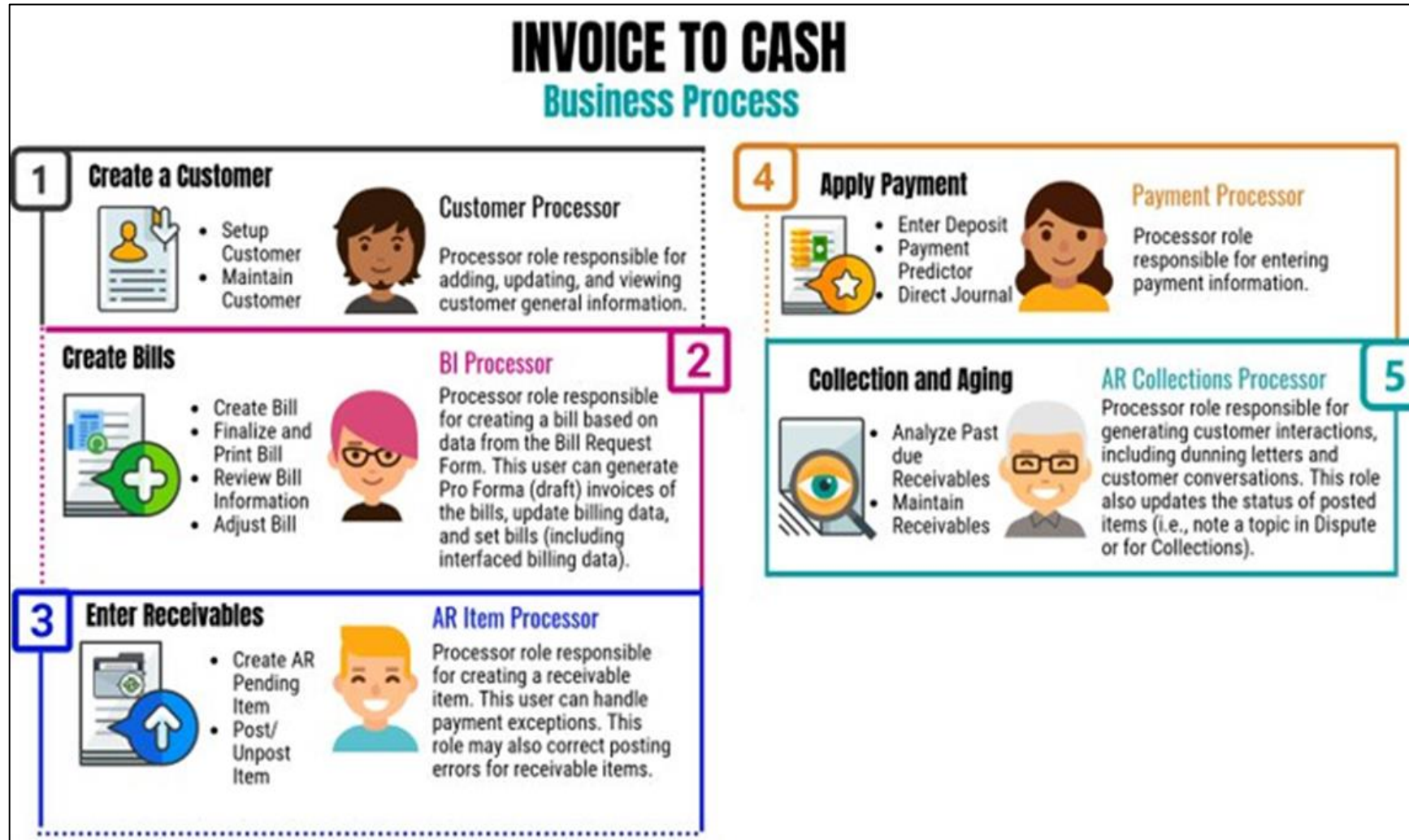
## 3. Select **Billing** or **Receivables**, depending upon your role in INFORMS.



# The Key Changes in the Business Process

- One A/R system – tracking receivables
  - Aging
  - Register Delinquent Contractor Accounts
- Customers – standardize customers
  - One 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

# The End-to-End Business Process

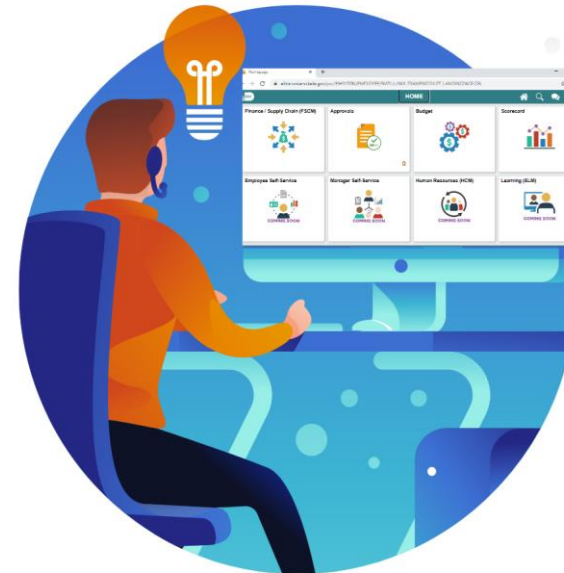


# Introduction to Activities and Exercises

- You will take part in two types of hands-on learning throughout this course.



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: Customer Setup, Credit and Collections

## Module Topics

Module Introduction

Lesson 1: Set-up and Maintain Customer

Lesson 2: Collections and Aging

Lesson 3: Maintain Delinquent Account

# Lesson 1: Set-up and Maintain Customer

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

# Lesson 1: Business Process Overview

## INVOICE TO CASH Business Process

1

### Create a Customer



- Setup Customer
- Maintain Customer



#### Customer Processor

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

4

### Apply Payment



- Enter Deposit
- Payment Predictor
- Direct Journal



#### Payment Processor

Processor role responsible for entering payment information.

### Create Bills



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



#### BI Processor

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).

2

3

### Enter Receivables



- Create AR Pending Item
- Post/Unpost Item



#### AR Item Processor

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

### Collection and Aging



- Analyze Past due Receivables
- Maintain Receivables



#### AR Collections Processor

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).

5

# Lesson 1: Key Terms

Term	Definition
<b>Customer ID</b>	The Customer ID is a unique identifier associated to a customer
<b>Deposit ID</b>	The Deposit ID is the deposit slip number provided on the departments assigned deposit booklet
<b>Direct Journal</b>	A Direct Journal is used to record a non-AR item in INFORMS. Previously known as Report of Collections (ROC)
<b>Payment Predictor</b>	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

# Lecture 1: Create and Update Customer Information

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

- Create a new Customer
- Search and Update Customer Information

# Lecture 1: Create and Update Customer Information

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

The screenshot displays a web application interface for the 'Billing' section. The top navigation bar includes a back arrow, 'Credit to Cash Operations', and the 'Billing' title. On the right of the bar are icons for home, a menu, and a help icon, with links for 'New Window' and 'Help'. A left sidebar shows 'My Customers' with a dropdown arrow, and two menu items: 'General Information' (highlighted in green) and 'Contact Information'. The main content area is titled 'General Information' and contains three buttons: 'Find an Existing Value', 'Keyword Search', and 'Add a New Value' (highlighted in green). Below these buttons are two input fields: 'SetID' with the value 'MDC' and a search icon, and 'Customer ID' with the value 'NEXT' and a search icon. A green 'Add' button is positioned below the input fields. At the bottom of the form, there are links for 'Find an Existing Value', 'Keyword Search', and 'Add a New Value'. A red pause icon is visible on the left side of the main content area.

# Lecture 2: Create and Update Contact Information

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

- Create a new Contact
- Search and Update Contact Information

# Lecture 2: Create and Update Contact Information

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

The screenshot displays a web application interface for 'Billing'. The top navigation bar includes a back arrow, 'Credit to Cash Operations', and the 'Billing' title. On the right of the bar are icons for home, a menu, and a help icon, along with links for 'New Window' and 'Help'. A left sidebar under 'My Customers' shows 'General Information' and 'Contact Information' (the latter is highlighted in green). The main content area is titled 'Contact Info' and contains two tabs: 'Find an Existing Value' and 'Add a New Value'. Below these tabs are two search fields: 'SetID' with the value 'MDC' and 'Contact ID' with the value 'NEXT', each followed by a magnifying glass icon. A green 'Add' button is positioned below the search fields. At the bottom of the main area, there is a red 'X' icon and a footer bar with the same 'Find an Existing Value' and 'Add a New Value' links.



# Lesson 1: Activities and Exercises

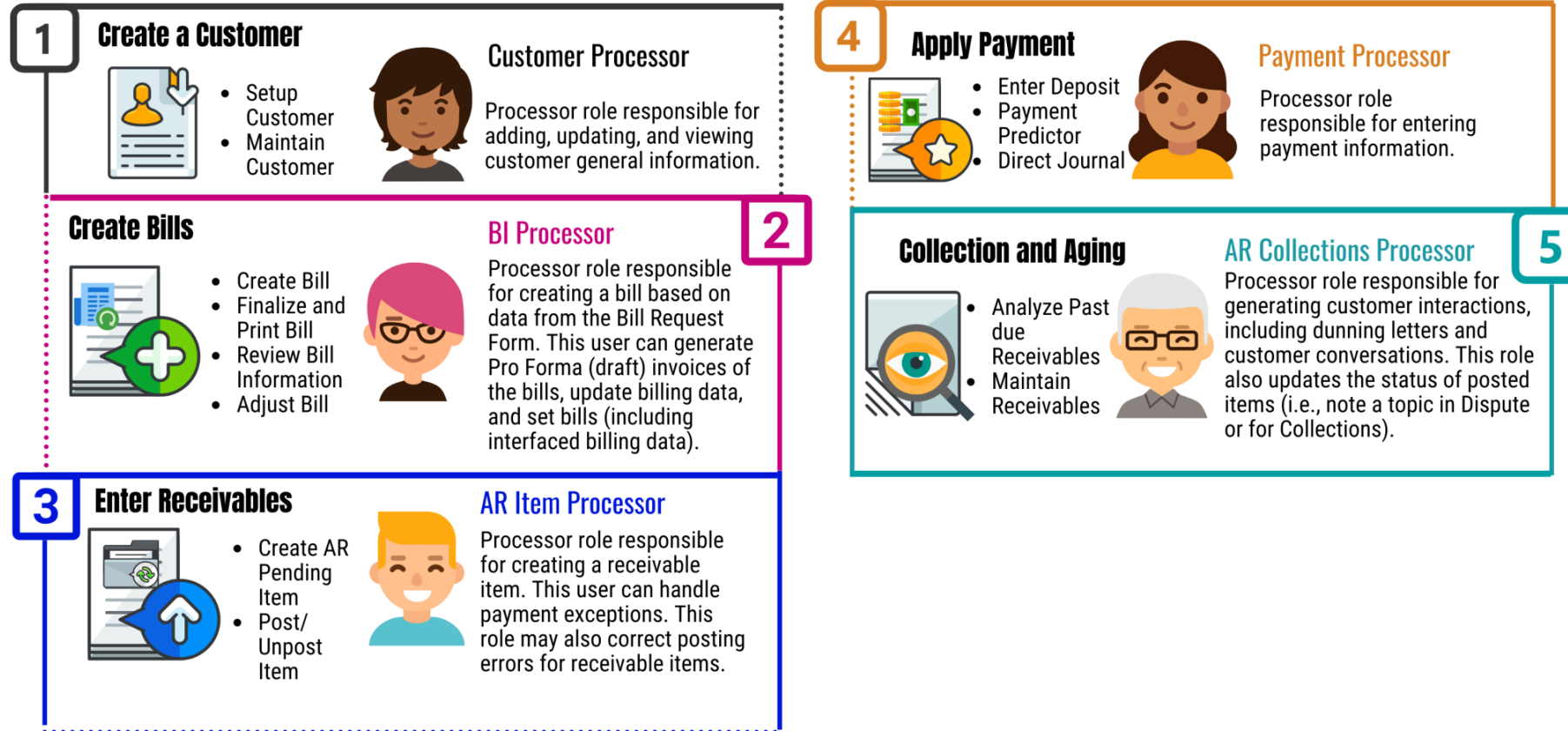


# Lesson 2: Collections and Aging

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

# Lesson 2: Business Process Overview

## INVOICE TO CASH Business Process



# Lesson 2: Key Terms

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

# Lecture 1: How to Age Receivables

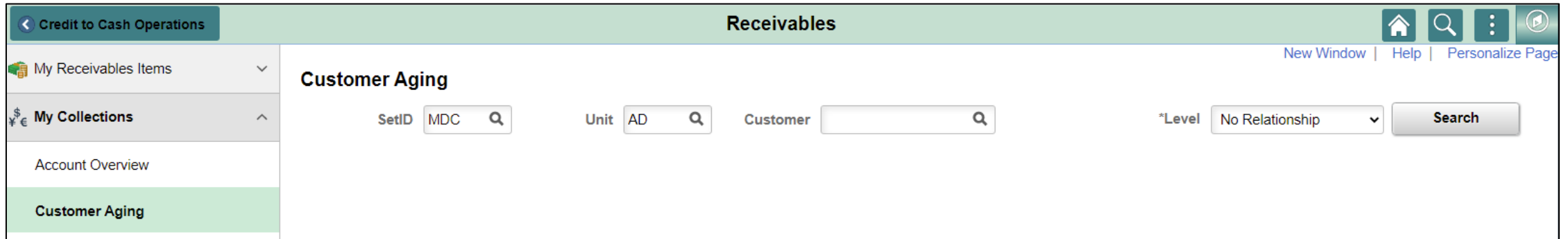
- Aging processes enables the user to view time elapsed since customers were billed.
- By tracking aging, Miami-Dade County is able to:
  - Ensure that customers are paying their invoices in a timely manner.
  - Notify customers who are late with their payments.
  - Forecast cash flow.

# Lecture 1: How to Age Receivables

- 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.

# Lecture 1: How to Age Receivables

Navigate to: **Financial/Supply Chain (FSCM) > Credit to Cash Operations > Receivables > My Collections > Customer Aging**



The screenshot displays the SAP Customer Aging interface. The top navigation bar includes a breadcrumb trail: Credit to Cash Operations > Receivables. The left sidebar contains a menu with the following items: My Receivables Items, My Collections (selected), Account Overview, and Customer Aging. The main content area is titled "Customer Aging" and features search filters for SetID (MDC), Unit (AD), Customer, and \*Level (No Relationship). A Search button is located at the bottom right of the filter section. The top right corner of the interface includes links for New Window, Help, and Personalize Page.

SetID	Unit	Customer	*Level
MDC	AD		No Relationship

# Lecture 2: Create Customer 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.



# Lecture 2: Create Customer Statements

- Users will only see their Run Control IDs.
- Once a Run Control ID has been created users can access that run control ID via the Find an Existing Tab and then change the parameters as needed.
- Review Statements page allows users to review and verify that the statement was generated.

# Lecture 2: Create Customer Statements

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

The screenshot displays the SAP 'Create Customer Statements' interface. The top navigation bar shows 'Credit to Cash Operations' and 'Receivables'. The left sidebar contains a menu with 'My Collections' expanded, showing options like 'Account Overview', 'Customer Aging', 'Collections Workbench', 'Create Customer Statements' (highlighted), 'Review Statements', 'Print Statements', 'Extract Dunning Letter Info', 'Preview Letter', 'Print Letter', 'History of Letters', and 'Accounts for Collection'. The main area is titled 'Create Customer Statements' and features buttons for 'Find an Existing Value' and 'Add a New Value'. Below these is a 'Run Control ID' input field and an 'Add' button. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

# Lecture 3: Create Customer Dunning Letters

- 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.
- Once a dunning letter has been processed, users can still review, delete, and print letters.
- Letter Preview page allow users to review and verify that the letter was generated. This page allow the users to delete the letter prior to printing the letter, if the letter must be recalled.

# Lecture 3: Create Customer Dunning Letters

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

The screenshot displays the SAP Credit to Cash Operations - Receivables interface. The left sidebar shows the navigation menu with 'My Collections' expanded, and 'Extract Dunning Letter Info' selected. The main content area is titled 'Extract Dunning Letter Info' and contains two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is active. Below the tabs, there is a 'Run Control ID' input field and an 'Add' button. At the bottom of the main area, there are links for 'Find an Existing Value' and 'Add a New Value'.

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

**My Collections**

- Account Overview
- Customer Aging
- Collections Workbench
- Create Customer Statements
- Review Statements
- Print Statements
- Extract Dunning Letter Info**
- Preview Letter
- Print Letter
- History of Letters
- Accounts for Collection

**Extract Dunning Letter Info**

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

Run Control ID

[Add](#)

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

# Lecture 4: Create Collection Activity

- Finance Credit and Collections process and reporting will remain the same.
- The process for departments reporting items to Credit and Collections will change.
  - This process will be automated.
  - Users will use INFORMS to select the customers with past due balances.
  - The selected past due items will automatically upload to Credit and Collections system through an outbound interface, after the batch process has been finalized.

# Lecture 4: Create Collection Activity

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

The screenshot displays the SAP 'Receivables' interface. On the left, a navigation menu is open, showing 'My Collections' expanded with 'Account Overview' selected. The main area is titled 'Receivables' and features a breadcrumb trail: 'Balances > Profile > Customer Action > Customer Trend 1 > Customer Trend 2 > Customer Trend 3'. Below this, there are search filters for 'SetID' (MDC), 'Unit' (AD), and 'Customer', along with a '\*Level' dropdown set to 'No Relationship' and a 'Search' button. The top right corner includes standard SAP navigation icons and links for 'New Window', 'Help', and 'Personalize Page'.

# Lesson 2: Activities and Exercises



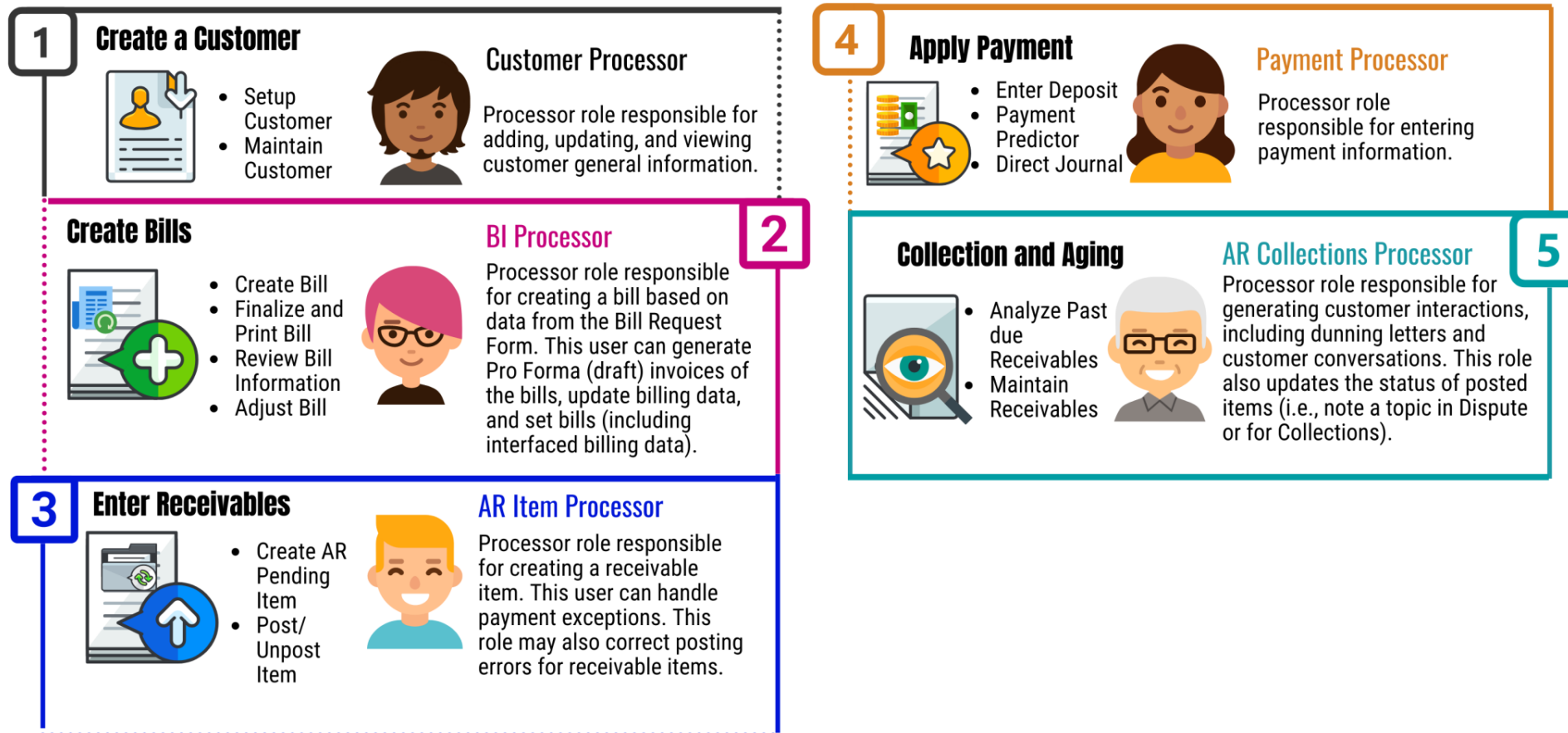
# Lesson 3: Maintain Delinquent Account

- Maintain delinquent accounts



# Lesson 3: Business Process Overview

## INVOICE TO CASH Business Process



# Lesson 3: Key Terms

Term	Definition
<b>Arrears/Arrearage</b>	Shall mean any delinquent amounts owed by a contractor under contract, final non-appealable judgment, or lien with Miami-Dade County.
<b>Approved payment plan</b>	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.
<b>Contract Document</b>	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.

# Lesson 3: Key Terms

Term	Definition
<b>Contractors</b>	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.
<b>Controlling financial interest</b>	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
<b>Enforcement threshold</b>	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.

# Lecture 1: Maintain Delinquent Accounts

- Administrative Order for Delinquent Account Registry: AO3-29
- AO3-29 states:
  - All Miami-Dade County departments that administer contracts shall be responsible for identifying any contractors that are in arrears on Miami-Dade County contracts.
  - Delinquent for greater than 180 days
  - Arrears exceeds \$25,000

# Lecture 1: Maintain Delinquent Accounts

- Prerequisites for Delinquent Account Registry, the contractor's information is kept at the department level and within their systems.
- The departments must first create the customer and then do the following:
  - When creating the bill make sure to back date the invoice date (FIN 203 – Create and Finalize Bills).

# Lecture 1: Maintain Delinquent Accounts

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

The screenshot shows a web application interface for 'Credit to Cash Operations' with a 'Receivables' sub-section. On the left is a sidebar menu under 'My Receivables Items' containing: Online Items, Create Receivables Items, Review Pending Items, Customer Item List, Maintenance Worksheet, Update Worksheet, Finalize Worksheet, Update Accounting Entries, **Delinquent Contractor Register** (highlighted), and Delinquent Contractor Reg Hist. The main content area is titled 'Delinquent Contractor Register' and features two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is active, showing a 'Run Control ID' input field and an 'Add' button. At the bottom of the main area, there are links for 'Find an Existing Value' and 'Add a New Value'. The top right of the interface includes navigation icons (home, search, menu, refresh) and links for 'New Window' and 'Help'.

# Lesson 4: Activities and Exercises



# Module 2: Customer Setup, Credit and Collections Summary

## Module Topics

Module Introduction

Lesson 1: Set-up and Maintain Customer

Lesson 2: Collections and Aging

Lesson 3: Maintain Delinquent Account



# Module 3: Course Summary

## Module Topics

Course Content Summary

Additional Training and Job Aids

Course Summary

# Course Content Summary

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

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

For more information on INFORMS, please visit [Miamidade.gov/informs](https://miamidade.gov/informs)

# 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

For additional Information, be sure to visit [Miamidade.gov/informs](https://miamidade.gov/informs)



# CONGRATULATIONS

You have successfully completed the *Customer Setup, Credit and Collections* course!

**FIN 205 – Customer Setup, Credit and Collections**