

Accounts Receivable Review

About this Document

This document provides information on the various screens used to review Accounts Receivable information in FAST. This is a supplemental document to the [Non-Sponsored Billing and Accounts Receivable Manual](#) and the [Standard and Express Bill Entry and Maintenance](#) documentation located on the [Billing and Accounts Receivable Page](#).

Information Compiled and prepared by Controller's Office University of South Florida

Controller's Website: <https://www.usf.edu/business-finance/controller>

Billing and AR Page: <https://www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx>

For assistance with this document, or to report errors, please contact billingarhelp@usf.edu

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Requirements/Prerequisites

Users must have an active FAST ID and possess the USF_AR_BILLER security role to create entries in the Billing Module. This security role is granted to the user only after the user has completed the FST301 on-line training. Users may register through GEMS Self-Service for this training.

Non-data entry department users may have the USF_AR_ACCT_OFFICE role which provides additional abilities in the screens for review as well as adding conversations and running some reports but does not allow the user the ability to enter bills and invoices. There is no required training for this role, however the user is expected to read through all the documentation located on the [UCO Billing and AR Page](#).

Overview

USF Auxiliaries may sell products or services to customers outside of USF who are paying with non-USF dollars. The Auxiliaries are responsible for maintaining their Receivables and contact customers regarding payments. Auxiliaries are also responsible for ensuring their Receivables records are up to date and accurate.

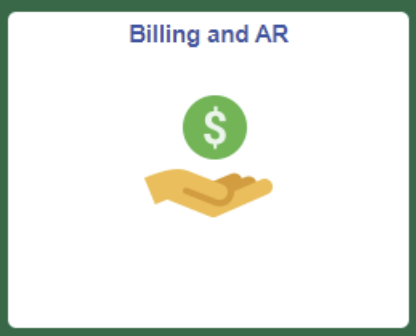
The words "Accounts Receivable Item", "Item", and "Items" are used throughout this document. An Item may be an Invoice, Credit Memo, Debit Memo, or an On Account Payment. For more definitions and information on the different types of Items, please review the [Non-Sponsored Billing and AR Manual](#).

The Customer Item List screen is to review Accounts Receivables Items for a specific customer.

Navigate to the Billing and AR Navigation Collection

Navigation tiles representing primary functions in FAST are presented on the USF home page.

For Billing and AR use the Billing and AR tile.



Click the tile to reveal a list of the common pages needed to create, review, and report on customer billings.

USF Home Page Billing and AR

- Express Billing
- Standard Billing
- Copy Single Bill
- Reprint Invoices
- Bills Invoiced
- Bill Details
- Review Entries by Invoice
- Customer Item List**
- View/Update Item Details
- Aging Detail by Unit Rpt
- Customer General Info
- View/Update Conversations
- Customer Payments
- Query Manager
- Charge Code
- Distribution Code

Item List | Advanced Search

SetID: USFSI | Unit: USF01 | Customer: | *Level: No Relationship

*Status: Open | Search | Advanced Search

Row Selection: Range | GO | Select All | Deselect All

Item Action: Select Action... | GO

Search Result Totals

Debits	Debit Amount	Currency
Credits	Credit Amount	Currency
Total	Total Amount	Currency
Selected		Currency

Refresh

Item List | Advanced Search

Quick Guide

- [Customer Item List](#)
- [View/Update Item Details](#)
- [Customer Payments](#)
- [Aging Detail by Unit Report and Aging by Customer Report](#)
- [View/Update Conversations](#)
- [Frequently Asked Questions](#)

Customer Item List

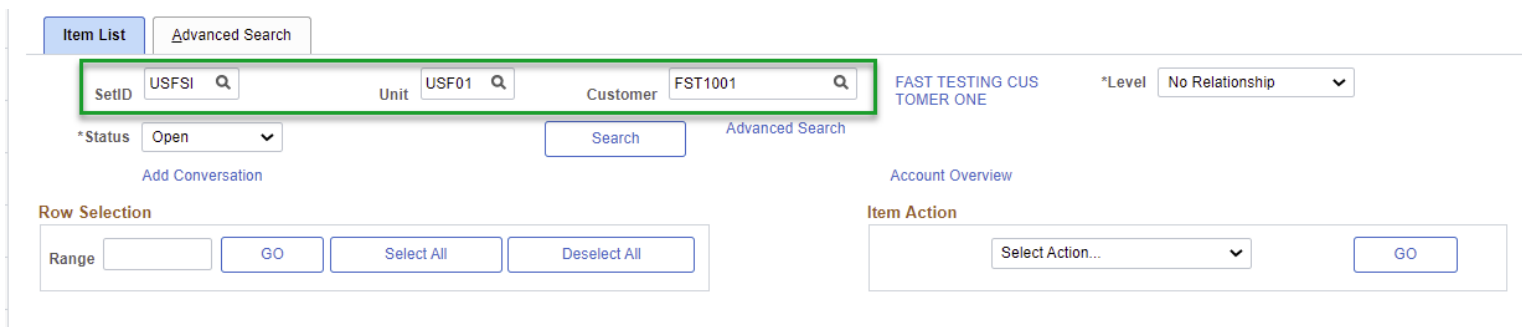
Click on the Customer Item List option in the navigation collection on the left of the page.

At any time, to return to the USF Home Page, click the arrow symbol at the top left of the page.

The navigation at the left of the screen will remain visible as navigate through the pages. You may at any time click another option from the menu.

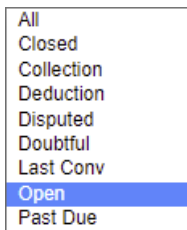
Click on the tab with two vertical lines to collapse or expand the navigation collection.

You will first enter the required information to retrieve information relating to the customer you wish to review.



- Enter the SetID of "USFSI" (It may appear as the default value)
- Enter the Business Unit "USF01" (it may appear as the default value)
- Enter the Customer ID you wish to review.

The Status drop down menu provides you with various options.



Caution should be used on some customers which have done business with the University for many years. If you use the All option which brings back all items, it could take some time for the page to refresh and provide you with the items for the customer. For this manual we will stick with the Open option.

Once you have your search parameters entered click Search.

Item List

1-8 of 8 | View All

Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6

Seq Nbr	Item	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
8	OA-9715		1 USF01	FST1001	Open		OA	FSTPY	07/26/2022		-250.00	USD
7	OA-9714		1 USF01	FST1001	Open		OA	FSTPY	07/26/2022		-750.00	USD
6	FST-00014		1 USF01	FST1001	Open	IMMED	IN		07/14/2022	12	500.00	USD
5	FST-00013		1 USF01	FST1001	Open	IMMED	IN		07/14/2022	12	500.00	USD
4	FST-00011		1 USF01	FST1001	Open	IMMED	IN		07/11/2022	15	500.00	USD
3	FST-00007		1 USF01	FST1001	Open	IMMED	IN		07/11/2022	15	500.00	USD
2	FST-00006		1 USF01	FST1001	Open	IMMED	IN		07/11/2022	15	500.00	USD
1	FST-00002		1 USF01	FST1001	Open	IMMED	IN		07/11/2022	15	500.00	USD

Your page should refresh and present you with a listing of open AR Items. These are items which have a remaining balance on them whether positive or negative. In other words, non-zero balance items. If you received no results on your search and you've entered all the parameters correctly, the customer has no open items to view.

This customer has several open items. Several are invoices and a couple are On Account Payments.

Clicking on a blue Item ID will open a popup with several tabs. The screens you see here are almost identical as to those shown later in the View/Update Item Details section of this document.

Detail 1 | Detail 2 | Detail 3 | Item Activity | Item Accounting Entries | Item Audit History

Unit USF01 Customer FST1001 FAST TESTING CUSTOMER ONE

Item ID	OA-9715	Line	Days Late	Status	Open
Accounting Date	07/26/2022	Balance	-250.00 USD	Billing Unit	
Entry Type	OA			Original Amount	-250.00 USD
Entry Reason	FSTPY				
AR Dist Info	FSTPREPAY				

On the first tab we can see the Item ID, Customer, The Accounting Date as well as the balance and the original Amount of the item. We can also see the Entry Type which denotes it is an On Account Payment (OA). For a listing of entry types in the system and what they stand for, please review the [Non-Sponsored Billing and AR Manual](#).

Clicking on the Item Activity Tab will take you to the Item Activity screen. This screen will show various activities which have occurred related to the item you are reviewing. If you see only one, it only has the initial activity which created the item in the Accounts Receivable module.

Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History
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Unit: USF01 Customer: FST1001 FAST TESTING CUSTOMER
 ONE

Item ID: OA-9715 Line: Days Late: Status: Open

Balance -250.00 USD

Item Activities 1-1 of 1

Sequence	1	Accounting Date	07/26/2022	Posted Date	07/26/2022
Entry Type	OA	Reason	FSTPY	Worksheet Reason	Voucher ID
Document					Amount
Group Unit	USF01	Group ID	128432	Payment	Payment ID
Deposit Unit	USF01	Deposit ID	966590628562136	Payment Method	CHK

-250.00 USD

View Audit Logs

The following Item has a second activity associated with it. The second activity is a payment which was applied to the invoice. We know this is a payment because of the entry type PY. This item we can also see is closed and has a zero-dollar balance. For the second activity we see the payment information. The Deposit ID along with the check number for the payment.

Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History
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Unit: USF01 Customer: FST1001 FAST TESTING CUSTOMER
 ONE

Item ID: FST-00001 Line: Days Late: -16 Status: Closed

Balance 0.00 USD

Item Activities 1-2 of 2

Sequence	1	Accounting Date	06/17/2022	Posted Date	06/17/2022
Entry Type	IN	Reason		Worksheet Reason	Voucher ID
Document					Amount
Group Unit	USF01	Group ID	128427	Billing	

Sequence	2	Accounting Date	06/21/2022	Posted Date	06/21/2022
Entry Type	PY	Reason		Worksheet Reason	Voucher ID
Document					Amount
Group Unit	USF01	Group ID	128428	Payment	Payment ID
Deposit Unit	USF01	Deposit ID	966590628562135	Payment Method	CHK

-500.00 USD

Clicking on the Payment ID on the screen will open a new tab in your browser and display the Item Activity From a Payment Screen. Close the tab out when finished reviewing.

Item Activity From Payment

Deposit Unit:	USF01	Deposit ID:	966590628562135		
Acctg Date:	06/21/2022	Posted Date:	06/21/2022	Payment Method:	CHK
Payment ID:	CK123456789	Payment Amount:	-500.00	Currency:	USD

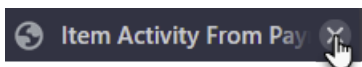
*Display Amount Switch: Payment Amount

Item Activity

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
USF01	FST1001	FAST TESTING CUSTOMER ONE	128428	FST-00001		PY		CK123456789	-500.00	USD

Totals

Total:	1	Total Amount:	-500.00	Currency:	USD
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Payments aren't the only type of activity against items. Another example of an action against an item is a Maintenance Worksheet denoted by MT.

The example in the following screen capture shows a Maintenance Entry Type (MT) with a Reason of OAOFF. This means an On Account payment was manually applied against the Invoice.

Unit:	USF01	Customer:	FST1001	FAST TESTING CUSTOMER ONE		
Item ID:	FST-00014	Line:	Days Late:	12	Status:	Open
Balance	250.00	USD				

Item Activities		Accounting Date	Posted Date	Amount	Currency
Sequence 1	Entry Type IN	06/24/2022	06/24/2022	500.00	USD
Reason	Document	Group ID	Billing		
Group Unit USF01		128431			
Sequence 2	Entry Type MT	07/26/2022	07/26/2022	-250.00	USD
Reason OAOFF	Worksheet Reason	Match Group ID 99999	Voucher ID		
Document	Group Unit USF01	Group ID 128433	Maint		

Clicking on the Group ID will open a new tab in your browser and provide you with the items selected in the maintenance group. This shows \$250.00 was moved from the On Account payment OA-9715 and applied to the invoice FST-00014. Close the tab out when finished reviewing.

Item Activity From A Group

Group Unit USF01

Posted Date 07/26/2022

Group ID 128433

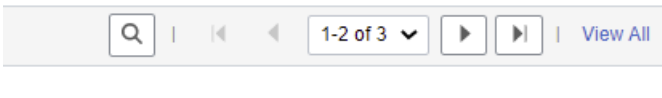
*Display Customer Switch

*Display Amount Switch

Item Activities

	Unit	Customer ID	Item ID	Item Line	Entry Type	Reason	Entry	Currency
1	USF01	FST1001	FST-00014		MT	OAOFF	-250.00	USD
2	USF01	FST1001	OA-9715		MT	OAOFF	250.00	USD

On the Item Activities screen, pay close attention to the top bar and the number of activities. The screen will default to only show a max of two activities at a time. If there are more activities, to view them either use the arrows or click on the View All to view them.



To return to the previous screen after reviewing the item and its activities, click on the OK button in the pop up. You can then select another item in the list to review.

View/Update Item Details

The View/Update Item Details page is like the pop-up screens in the Customer Item List page. You may search either for a listing of items for a specific customer, or a specific Item ID.

View/Update Item Details

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

Find an Existing Value

Search Criteria

Business Unit =

Customer ID begins with

Item ID begins with

Item Line =

Item Status =

Credit Analyst begins with

Collector begins with

Purchase Order Reference begins with

Document ID begins with

Bill of Lading begins with

Contract begins with

Case Sensitive

[Basic Search](#)

On this screen you may search for all Open or Closed items for a customer entered in the search field. Or you may search for both, and it will list them in the results. This search results are limited to 300 results, so you'll want to narrow down your search some if the customer does a lot of business with the University or has been around for some time.

Item Status =

Credit Analyst begins with

Collector begins with

We will first search for all items for a specific customer.

Search Criteria

Business Unit =

Customer ID begins with

Item ID begins with

Notice the listing provides both open and closed items.

Search Results

Business Unit	Customer ID	Item ID	Item Line	Item Status	Credit Analyst	Collector	Purchase Order Reference	Document ID	Bill of Lading	Contract
USF01	FST1001	FST-00001	0	Closed	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	FST-00002	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	FST-00006	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	FST-00007	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	FST-00011	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	FST-00013	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	FST-00014	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	OA-9714	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)
USF01	FST1001	OA-9715	0	Open	FST	FST	(blank)	(blank)	(blank)	(blank)

When searching for a specific item, you will most likely not be presented with a listing and will end up directly on the page to view the item. For instance, I search for FST-00001 and I was immediately taken to the Detail 1 Tab.

Search Criteria

Business Unit =

Customer ID begins with

Item ID begins with

Item Line =

From this screen we can see the Item ID, Customer, the balance, and the original amount for the item. We can tell this is an Invoice from the IN Entry Type. To view a listing of entry types and their meanings, please review the [Non-Sponsored Billing and AR Manual](#) located on the [UCO Billing and AR Page](#).

Detail 1	Detail 2	Detail 3	Item Activity	Item Accounting Entries	Item Audit History		
Unit	USF01	Customer	FST1001	FAST TESTING CUSTOMER ONE			
Item ID	FST-00001	Line		Days Late	-16	Status	Closed
Accounting Date	06/17/2022	Balance	0.00 USD	Billing Unit	USF01	Original Amount	500.00 USD
Entry Type	IN	Entry Reason		AR Dist Info	ARC		

Clicking on the Item Activity tab shows the activities

Unit: USF01 Customer: FST1001 FAST TESTING CUSTOMER
 ONE
 Item ID: FST-00001 Line: Days Late: -16 Status: Closed

Balance 0.00 USD

Item Activities						
Sequence	1		Accounting Date	06/17/2022	Posted Date	06/17/2022
Entry Type	IN	Reason			Voucher ID	
Document					Amount	500.00 USD
Group Unit	USF01	Group ID	128427	Billing		
Sequence	2		Accounting Date	06/21/2022	Posted Date	06/21/2022
Entry Type	PY	Reason	Worksheet Reason		Voucher ID	
Document					Amount	-500.00 USD
Group Unit	USF01	Group ID	128428	Payment	Payment ID	CK123456789
Deposit Unit	USF01	Deposit ID	966590628562135	Payment Method	CHK	

This item has had two activities. The initial item creation activity, which is sequence one, and a second activity which is a payment to the item.

Payments aren't the only type of activity against items. Another example of an action against an item is a Write Off denoted by an OD for a debit balance item and OC for a credit balance item.

The example in the following screen capture shows a Write Off (OD) with a Reason of BADDT. This means this item was written off as a Bad Debt. To view other Entry types and Reasons that may appear here please review the [Non-Sponsored Billing and AR Manual](#) on the [UCO Billing and AR page](#).

Unit: USF01 Customer: FST1001 FAST TESTING CUSTOMER
 ONE
 Item ID: FST-00013 Line: Days Late: 13 Status: Closed

Balance 0.00 USD

Item Activities						
Sequence	1		Accounting Date	06/24/2022	Posted Date	06/24/2022
Entry Type	IN	Reason			Voucher ID	
Document					Amount	500.00 USD
Group Unit	USF01	Group ID	128431	Billing		
Sequence	2		Accounting Date	07/27/2022	Posted Date	07/27/2022
Entry Type	OD	Reason	BADDT	Worksheet Reason	Voucher ID	
Document				Match Group ID	99999	Amount
Group Unit	USF01	Group ID	WO.FST.07.27.22	Maint		-500.00 USD

Clicking on the Group ID will open a new tab with the Item Activity From a Group screen. This screen will show the other items included in the write off group. The example below shows the Write Off contained one item for \$500.00 for a group total amount of \$500.00. Close the tab out when finished reviewing.

Item Activity From A Group

Group Unit USF01

Posted Date 07/27/2022

Group ID WO.FST.07.27.22

*Display Customer Switch

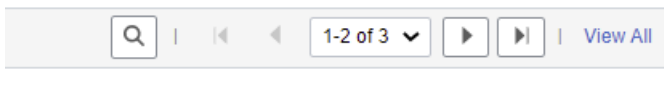
*Display Amount Switch

Item Activities

	Unit	Customer ID	Item ID	Item Line	Entry Type	Reason	Entry	Currency
1	USF01	FST1001	FST-00013		OD	BADDT	-500.00	USD

Total Items 1 Group Amount -500.00 Currency USD

On the Item Activities screen, pay close attention to the top bar and the number of activities. The screen will default to only show a max of two activities at a time. If there are more activities, to view them either use the arrows or click on the View All to view them.



To return to the previous screen after reviewing the item and its activities, click on the Return to Search Button. You can then select another item in the list to review. If you have a list of Items you are working through you may use the Previous in List and Next In List buttons as well.



Customer Payments

Sometimes you may want to review all the payments applied to a customer account. To review all payments applied to a customer account utilize the Customer Payments option in the Navigation Collection.

Customer Payments

SetID Unit Customer

[Add Conversation](#)

From Date To Date

Depending on the amount of invoicing and business the customer has with the University will determine the number of rows received when completing a search. For busier customers you may want to restrict the search down to a date range of a month or two. You can do a search for all payments for a customer by entering the From Date of 01/01/1900 and the To Date of the date you are completing the search.

Customer Payments

SetID Unit Customer FAST TESTING CUS TOMER ONE

Add Conversation

From Date To Date

Past Due: 1,000.00 USD Balance: 1,000.00 USD

*Display Amount Switch

Payment Details

More Info	Unit	Deposit ID	Seq	Payment ID	Acctg Date	Entry	Currency
1	USF01	966590628562136	1	CK123456789	07/26/2022	-1,000.00	USD

Totals

Payment Count	1	Total	-1,000.00	USD
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Clicking on the More Infor icon will open a new tab with the Item Activity from a Payment Screen. This screen will show those items the payment was applied to. It could be one item or multiples. Payments could also be applied to more than one customer as well. Close the tab out when finished reviewing.

Item Activity From a Payment

Deposit Unit: USF01 Deposit ID: 966590628562136

Acctg Date: 07/26/2022 Posted Date: 07/26/2022 Payment Method: CHK

Payment ID: CK123456789 Payment Amount: -1,000.00 Currency: USD

*Display Amount Switch:

Item Activity

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
USF01	FST1001	FAST TESTING CUSTOMER ONE	128432	OA-9714		OA	FSTPY	CK123456789	-750.00	USD
USF01	FST1001	FAST TESTING CUSTOMER ONE	128432	OA-9715		OA	FSTPY	CK123456789	-250.00	USD

Totals

Total:	2	Total Amount:	-1,000.00	Currency:	USD
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Aging Detail by Unit Report and Aging by Customer Query

The Aging Detail by Unit Report and the Aging by Customer Query are available to assist departments with their accounts receivable review. Departments should run these monthly at a minimum and use these reports for the AR reconciliation.

Please review the [Aging Detail by Unit Report](#) Documentation and the [Receivables Aging by Customer Query](#) Documentation located on the [UCO Billing and AR Page](#).

View/Update Conversations

Conversations is a way to record a conversation had with a customer regarding their customer account and/or specific invoices and items. Departments should utilize this feature to add information relating to their dealings with customers.

To utilize the Conversations component, please review the [Customer Conversation](#) documentation on [the UCO Billing and AR Page](#).

Frequently Asked Questions

- **How do I get access to the billing and AR modules in FAST to create customer billings?**

You must first attend the Billing and AR training offered by the UCO Controller's Office. Register for this class on GEMS Self-service.

- **How does a department get authorization to invoice customers for services?**

You must first submit an EBA (Educational Business Activity) request. If the EBA is approved, you will be given a unique auxiliary fund ID in which you will conduct your business activity.

- **Where is EBA information found?**

Information about EBA and the EBA request form can be found on the UCO web site: <https://www.usf.edu/business-finance/controller/>. Look under the Accounting and Reporting tab under Forms.

- **How do I invoice other USF departments for services I sell them?**

When one USF department provides a service for another USF department, the billing module is not used. You would bill for your services by creating an interdepartmental journal entry. Find the Journal Entry Spreadsheet on the UCO web site, <https://www.usf.edu/business-finance/controller/>. Look under the Accounting and Reporting tab under Forms. Additional information is available in the Billing and AR Manual located on the Billing and AR Page <https://www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx>

- **How do I have a new customer ID created or update an existing customer ID?**

The UCO maintains all customer records (an internal control). Just submit a Customer Request and Update Form, find this form at www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx .

- **What if my auxiliary needs new charge codes (identifiers) or needs an existing charge code updated?**

The UCO maintains the charge code tables. Just submit a Charge Code/Distribution Code Request, find this form at www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx .

- **What if I need another person added as either a biller, collector, or credit analyst? What if my telephone number changes?**

UCO maintains the tables that include these fields. To add a new person as biller, collector, or credit analyst or to add or update a telephone number, just send the request by email to billingarhelp@usf.edu .

- **How do I request a credit billing?**

All adjustments and credits to customer billings must be created only by the UCO. Submit a Billing Correction Form to ARADJ@usf.edu. Find the form on the UCO web site at www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx.

Additional Training Resources/Documentation

Standard and Express Bill Entry and Maintenance

<https://www.usf.edu/business-finance/controller/documents/billentryandmaint.pdf>

Non-Sponsored Public Queries

<https://www.usf.edu/business-finance/controller/documents/nsbiarpublicquery.pdf>

Running an Aging Report

<https://www.usf.edu/business-finance/controller/documents/agingreport.pdf>

Receivables Aging by Customer Query

<https://www.usf.edu/business-finance/controller/documents/aragingbycustquery.pdf>

Customer Conversations

<https://www.usf.edu/business-finance/controller/documents/custconv.pdf>

Resources/Contact Information

Office of the Controller

Phone: (813) 974-6061

Fax: (813) 974-4485 www.usf.edu/business-finance/controller

Billing and AR Forms

www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx

Training and Resources www.usf.edu/business-finance/controller/about/training.aspx

Tax Advisory Services

Email: UCOTaxService@usf.edu

Phone: (813) 233-2398 Anne Jetmundsen

Phone: (813) 835-2264 Michelle Verdisco

Fax: (813) 974-4485

<http://www.usf.edu/business-finance/controller/payroll/tax.aspx>

Billing and AR Help Desk

billingarhelp@usf.edu