



# NON-SPONSORED BILLING AND ACCOUNTS RECEIVABLE

## *Procedures and Forms*

*Revised 01/03/2023*

UCO Accounts Receivable  
SVC1039

This document is constantly evolving. Please check the [Non-Sponsored Billing and AR Webpage](#) for updates to this document.

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## I. Definitions and Website [Table of Contents](#)

### 1. Definitions

**Account Code** – May also be referred to as the “GL Account Number” The chart field used to identify the nature of a financial transaction for reporting purposes. The account code is five digits in length and the first digit identifies the account type:

“1xxxx” are assets

“2xxxx” are liabilities

“3xxxx” is equity

“4xxxx” is revenue

“5xxxx” and “6xxxx” are expenses

“7xxxx” are interdepartmental charges

**Accountable Officer (AO)** – The individual at USF with primary responsibility and fiscal accountability for a chart field.

**Accountable Officer Designee (AOD)** – An individual authorized by the AO to sign most of the same transactions in the AO’s absence.

**AO/D** – Acronym for Accountable Officer or Accountable Officer Designee

**Accounts Receivable Module** – AKA Receivables Module – The module in PeopleSoft used to record a receivable for a customer, payments, credit and debit memos, and provide aging information.

**Allowance for Doubtful Account** – 13010 used to record entries when collection of a receivable is doubtful.

**Auxiliary** – Auxiliary services are integral activities of a university that furnish to its faculty, staff and student goods and/or services that are necessary or desirable but not readily available elsewhere in terms of costs, quality, quantity, timeliness, convenience, or other similar considerations. These activities shall support the educational endeavor of the institution and enhance its functioning; therefore, they shall not detract or distract from this basic endeavor in any way, financially or otherwise. [BOG 9.013](#)

**Bad Debt Expense Account** – 57500 used to record entries when collection of a receivable is doubtful.

**Bill** – This refers to pre-finalized invoices. In the Billing Module to create an invoice to be mailed to the customer you first create a bill. When the bill is finalized to an INV status it is then an invoice.

**Billing Correction** – This is interchangeable with correction or credit. This refers to either a full or partial credit and possible re-bill to make corrections related to an invoice.

**Billing Inquiry Phone Number** – This is the phone number a customer may use to contact with questions related to an invoice received.

**Billing Module** – The module in PeopleSoft used to create and adjust bills and generate and print invoices.

**Bill Source** – Bill source identifies which department created the billing. A bill source appears as a three alphabetic character prefix on all invoices (ABC-#####), customer ID's (ABC#####), charge codes (ABC-DEFGHIJKLMNOPQ), and distribution codes (ABC-DEFGHI or ABCDEFGHIJ).

**Billing Specialist** – This person is the specialist for the area. This can be the person entering the bills for the area or a supervisor. This is determined by the area who should have this role. This person would be the individual who would be contacted for additional information about an invoice.

**BI/AR** – Billing and Accounts Receivable.

**Budget** - is a financial plan of revenues and expenditures for programs and services for a given timeframe (July 1 – June 30). A budget includes recurring and non-recurring funds. For more information relating to Budgets please see [University Budget and Reporting](#).

**Business Unit** – An USF organizational subset of business independent of other organizational subsets to differentiate and segregate different segments of USF Business.

**Charge Code** - These are billing codes used to compose invoices for commercial and grant customers. Charge codes describe the service or product sold to the customer. They are also known as "Identifiers".

**Chart Field** - The individual components, or fields, that when combined make up the Chart Field String, which defines the accounting structure. An example is TPA 04006 44000 020600 000000 0000000. Where the first set of values is the Operating Unit, the second is the Fund Code, third is Account Number, fourth is Department ID, fifth is Product, and sixth is Initiative.

**COB** – Also known as **Close Of Business** – For USF this refers to the standard close of business of 5PM EST/EDT.

**Collector** – This person is considered the collector for the area. This is the person who would follow up with the customer on unpaid invoices. This person would also be the contact to receive the quarterly aging reports emailed by the Controller's office. Ideally, this person would also be the individual responsible for reviewing all outstanding AR for the bill source.

**Collection(s)** – This refers to attempts to collect payment from the customer.

**Collection Fee** – This is the amount charged by a third-party collection agency. [BOG 7.003](#)

**Credit** – This is represented by a negative amount.

**Credit Analyst** – This role is required but not used by the University. The system requires this value to be entered. Some departments do use this role and have assigned specific tasks to this role.

**Credit Memo** – An entry made in the Accounts Receivable Module to record a credit to the customer account.

**Customer** – Individual or entity purchasing goods or services from the University of South Florida or one of its auxiliaries.

**Customer Account** – This refers to the Accounts Receivable Customer Account and the entries to the customer account.

**Debit** – This is represented by a positive amount.

**Debit Memo** – An entry made in the Accounts Receivable Module to record a debit to the customer account.

**Department** – Refers to the USF Department.

**Department ID** – Refers to the chart-field value comprised of 6-character value containing only numbers.

**Direct Support Organizations (DSO)** – are separate, not-for-profit corporations. They are organized and operated exclusively to receive, hold, invest and administer property and to make expenditures to or for the benefit of the University or the benefit of a research and development park.

**DPD** – Days Past Due – Refers to the number of days a Customer Item or Account is past due.

**EBA** – [Educational Business Activity](#) - is a revenue-producing activity that supports the overall mission of USF. Educational Business Activities are established and carried on only after they are approved by the University in accordance with operating procedures.

**Educational and General (E&G)** – is a budget entity that contains resources that provide educational opportunities to the citizens of Florida through instructional programs leading to formal degrees at the baccalaureate, master’s and doctoral levels; research directed toward solving technical, social and economic problems facing the state and nation; and public service programs which apply the expertise of university personnel in solving public problems.

**FAST** – the **F**inancial **A**ccounting **S**ys**T**em is the financial administration system for general ledger, accounts payable, accounts receivable, purchasing, fixed assets, grant management, budget, and cash management at the University of South Florida. Access to FAST is limited to authorized University personnel.

**Fund Code** – This 5-digit code identifies the funding source.

“0”xxxx	auxiliary; generated from a business activity
“1”xxxx	unrestricted; from E&G or stimulus funding
“2”xxxx	restricted; research funding, chairs, financial aid
“3”xxxx	loan funds; mainly student loans
“5”xxxx	capital projects; construction funding
“6”xxxx	renewal and replacement (reserved funds)
“7”xxxx	debt service; payment of bonds issued
“8”xxxx	capital asset; property, equipment, buildings
“9”xxxx	agency and convenience funds

**Initiative (Chartfield1)** – Typically used for PI’s share of a grant, internal awards, and projects which are not sponsored research. The generic value is ‘0000000’

**Interdepartmental Billing** – When USF departments purchase services or products from other USF departments, the transaction is recorded on an Excel spreadsheet template and sent by email to General Accounting for posting. These interdepartmental billings do not process through the billing module.

**Invoice** – This may refer to the finalized bill in the system or the paper copy of the invoice sent to the customer.

**Item** – This is a name which refers to any entry in the Accounts Receivable Module. An Item can be an Invoice, On Account Payment, Debit Memo, Credit Memo, or other.

**On-Account** – Refers to a payment applied to a customer account when there are no available Invoices/Items to apply payment to, or when it is unknown which invoice/item to apply to on the customer account.

**OPDP** – This refers to the Oper Unit and Department ID Signature Authorization.

**Operating Unit** – Identifies a campus within USF. (TPA – Tampa, STP – St. Petersburg, SAR – Sarasota, HSC – USF Health, FIO – Florida Institute of Oceanography, UNV – University wide operating unit (for central use only).

**Payment** – Cash, Check, Money Order, Credit Card, EFT, Wire received from a customer to pay for goods/services.

**Product Code** – A more detailed classification of revenue and expenses. May be a 6-character combination of numbers and letters. Generic value is '000000'.

**Receivable(s)** – Amounts owed to the University by a customer and is considered an asset to the University.

**Reconciliation** - Reconciliation is the process of comparing the entries on the official university financial reports to supporting documentation to identify and resolve any errors.

**Refund** – Excess funds received from a customer paying for goods and services.

**Returned Check** – A check, credit card charge, or EFT returned and not honored by the bank of the payor.

**Returned Check Fee** – A fee charged to cover processing of returned checks. [BOG 7.003 USF REG 4.0107](#)

**Third-Party Collection Agency** – An outside collection agency which a debt is assigned to for the company to collect.

**USF Foundation/Foundation** – This is a private, not-for-profit corporation chartered as the legal conduit for the raising, acceptance, investment, and distribution of all private gifts made to the University for the funding of activities and facilities directly related to the mission, role, and scope of the University of South Florida.

**USF\_INQUIRY** – This role is used to inquire and view some pages within the system and places the Billing and AR Tile on the user's home page.

**USF\_AR\_BILLER** – This role allows users to enter bills in the system to become invoices. This role is only approve for a user if the user attended training.

**USF\_AR\_ACCT\_OFF** – This role provides some additional pages as well as allow the user to run some reports as well as add conversations. This role does not allow a user to do billing entries.

**Write Off** – Process to remove a receivable when all collections attempts have failed.

## 2. Related Account Codes

**10011** – This is the Check and Cash Account Code. This Account Code is an asset account and is used to record the receipt of cash.

**10031** – This is the Accounts Payable Disbursement Account Code. This Account Code is an asset account and is used to record the paying out of cash when a customer refund check is generated.

**10061** – This is the Credit Card Account Code. This Account Code is an asset account and is used to record the receipt of credit card payments.

**10091** – This is the EFT/Wire Account Code. This Account Code is an asset account and is used to record the receipt of EFT and Wire Payments.

**10940** – This is the Intra Unit Cash Account Code. This Account Code is an asset account and is used to by the system to record intra unit cash entries.

**12010** – This is the Non-Sponsored Accounts Receivable Account Code. This Account Code is asset account and is restricted by the system for use only by system generated entries.

**12120** – This is the Suspense Payment Accounts Receivable Account Code. This Account Code is an asset account and is used to record payments which are received, and it is not known where the payment should be applied.

**13010** – This is the Non-Sponsored Allowance for Doubtful Account Code. This Account Code is a contra asset account and is to record entries which collection of accounts receivable is doubtful.

**14980** – This is the Unidentified EFT Payment Account Code. This Account Code is an asset account and is used to record payments which are received, and it is not known where the payment should be applied.

**20300** – This is the Refunds Payable Account Code. This Account Code is a liability account and is used in the refunding process.

**44000** – This is the Non-Sponsored external Auxiliary Sales to Outside Customers Account Code and is a revenue account. This account is the preferred revenue account to be used to record revenue to outside customers.

**57500** – This is the Write off Bad Debts Account Code. This Account Code is an expense account and is used to record bad debt expense.

**74###** – These are the Interdepartmental Auxiliary Revenue Account Codes. This Account Code is a revenue account and is used to record sales to other university departments.

**75###** - These are the Interdepartmental Auxiliary Expense Account Codes. This Account Code is an expense account and is used to record the purchase of goods from other university departments.

### **3. Websites**

[University Controller](#)

[Billing and Accounts Receivable](#)

[University Audit and Compliance](#)

[University General Counsel](#)

[Florida Board of Governors](#)

### **4. Acceptable Signatures**

Signature authorization may be required for some requests. Some require Accountable Officer or Accountable Officer or Designee. For Accountable Officer and Accountable Officer Designees the

signature authorization is determined by either the Fund or the Oper Unit and Department ID combination. To locate an accountable officer, use the General Information Tile, Search Sig Aught By Chart-field Navigation Collection option to search by CF.

[DocuSign](#) is the University Preferred Digital Signature and the preferred method for having documents signed. This method should be used for all approval signatures. Do NOT send documents directly from DocuSign. The document should be downloaded from [DocuSign](#) and submitted by email to the appropriate request inbox. With this signature method either the requester or signature authorizer may email the request.

Adobe Acrobat Digital Signature is also accepted. However, this is not the preferred method. If Adobe Acrobat Digital Signature is used the signing authority will be required to submit any requests via their official USF email address.

Hand Signatures are also accepted. However, the signature must be in **blue** ink and it must show blue on the scanned copy. This method also requires the signing authority to submit any requests via their official USF email address.

Emails submitted directly from a scanner using a scanner's email address may not be accepted and the system may assign it as spam. Please only email from an employee's official USF email address.

## II. **The Role of Accounts Receivable, the Controller's Office, and Departments** [Table of Contents](#)

### **Accounts Receivable & Controller's Office**

- Customer Creation
- Billing Correction Processing
- Refund Processing
- Invoice Printing and Mailing
- Third Party Collections Assignment
- Quarterly Aging Report Generation and Dispersal
- Bill Source and Invoicing Setup
- Write-Off Request Processing
- Payment Application
- Various other tasks and duties associated with internal AR Processes

### **Departments**

- Request Customer Creation and updates
- Request Charge/Distribution Code Creation
- Enter Bills to be Invoiced
- Reconcile Department Accounts Receivable Balances
- Review Customer Accounts for Accuracy
- Customer Contact and Customer Service
- Attempt Collections on 30, 60, 90 Days Past Due Accounts Receivable
- Notify the Accounts Receivable Office when collections need to be escalated after the 90days.
- Request Billing Corrections, Refunds, Maintenance, and Write-Offs
- Various other tasks and duties associated with maintaining Accounts Receivable

A Department's/Bill Source's customers are the sole responsibility of the Department/Bill Source to handle issues and conduct business with the customer. The University Controller's Office will only step in to contact or discuss business with the customer:



- When the customer requires a vendor/supplier created at their institution.
- Assist with collection of past due balances.
- When the customer contacts the University Controller's Office regarding issues with dealing with the Department.

If a customer contacts the University Controller's Office with basic questions about the services or other items sold, we will direct them to the contact on record for the Bill Source. If a customer contacts the University Controller's Office regarding making a payment, we will direct them to either send payment to the lock box address on the invoice, the payment webpage, or General Accounting for EFTs/Wires.

### III. Auxiliary Billing Setup [Table of Contents](#)

Before an Auxiliary/Department may start invoicing, the Auxiliary must be approved, and system setup must occur.

#### 1. Educational Business Activities

To request billing set up, an [EBA](#) must first be approved. Please refer to the [EBA Process documentation](#) to request one.

#### 2. Bill Source Assignment and Set up

Departments/Auxiliaries may request to begin invoicing in the system. Before an Auxiliary can invoice, set up must occur. The Auxiliary/Department must submit a [Bill Source Setup Request Form](#) with the following information:

- Operating Unit
- Fund Code
- Department/Bill Source Description (30 Character Limit)
- Projected Number of Invoices/Year
- Desired Bill Source (3 Letters)
- Attach
  - o Completed EBA
  - o EBA Approval Memo
  - o Chart field Request
- Validate the Workflow Request is completed
- Billing Specialist & FAST User ID
- Collector & FAST User ID
- Credit Analyst & FAST User ID
- Billing Inquiry Phone Description and Number
- Department Contact (Submitter)
- Signature by the Accountable Officer for the Fund Code.

The Billing Specialist, Collector, and Credit Analyst roles are generic IDs which are comprised of the Bill Source ID plus a two-digit number. For example for Bill Source FST the Billing Specialist, Credit Analyst, and Collector roles FST01, FST01, and FST01 are created and assigned to the user provided. The 01 level role is the default role and used at high levels. These maybe overridden to use a different level role ID should the department request additional roles created for additional users in the area. Role levels may be assigned to the same individual for each role type or different individuals. To be a Billing Specialist, Collector, or Credit Analyst the individual must at minimum have a FAST User ID with

the Inquire security role. The Billing Inquiry Phone Number is a number for which the customer may call to inquire about an invoice they have received.

When the completed forms and attachments are submitted to the help desk, 3 letters are assigned to the EBA which will be its Bill Source. Every attempt is made to use the ones provided on the request, if not we attempt to match the three letters to the department name. When we are unable to do so we will pick the most reasonable choice. These three letters will be used as a prefix for all related customers, invoices, and other entries for the Bill Source *excluding* Returned Check and Returned Check Fee Item IDs, and On Account Payment IDs.

Once the Bill Source is assigned the following are added to the FAST system.

- Customer ID Schema
- Invoice ID Schema
- Bill Source
- Prepayment Distribution Code
- Prepayment Entry Type
- Prepayment Auto Entry Type
- Returned Check Entry Type Reason
- Returned Check Item Entry Type
- Billing Specialist
- Collector
- Credit Analyst
- Billing Inquiry Phone Number

Auxiliaries are ONLY to use the Bill Source assigned to them. If the Bill Source is ABC, the Customer ID must begin with ABC, the Invoice will begin with ABC, the Charge and Distribution Codes must begin with ABC. Auxiliaries are NOT to cross Bill Source set up without express consent in writing from the University Controller's Office.

Should an Auxiliary's/Department's name change and a change to the Bill Source Description is need, a request must be submitted to [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu). The request must be signed off by the Accountable Officer for the Primary Fund associated with Bill Source OR the Dean for the area.

Should an Auxiliary/Department wish to abandon a Bill Source they must ensure no items in the Accounts Receivable Module are open with a balance. Also, a Abandonment Request must be submitted to [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) signed by the Accountable Officer for the Primary Fund or the Dean for the area.

### **3. Charge Code and Distribution Code**

Once the Auxiliary/Department Receives notice of their Bill Source they may proceed with requesting setup of their Charge Code and Distribution Codes. Charge and Distribution Codes must be set up before creating bills in the system. Without these you cannot create a bill.

To request setup a completed [Charge Code/Distribution Code](#) request must be sent to [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) .

A Distribution Code contains the CF Information where to record the Revenues for the invoicing. The balancing side of the entry will use the 12010 account code along with the Operating Unit and Fund Code associated with the Distribution Code.

A Charge Code is what you are selling to the customer. This is the description of the goods and services. Defaults are added to the Charge Code so you do not need to enter in certain aspects every time you create a bill. You can override these defaults when creating a bill.

You can have multiple Charge Codes linking to a single Distribution code, but you may not have multiple Distribution Codes linking to a single Charge Code. In other words, you can have Charge Codes ABC-BOOK, ABC-CLOCK, and ABC-DESK linked to Distribution Code ABC-GENREV. All these charge codes will use the CF information on the Distribution Code ABC-GENREV when generating the accounting entries for the invoice. However, you can NOT link both Distribution Codes ABC-GENREV and ABC-SPECREV to ABC-BOOK as there is only one distribution code allowed to be linked.

While all attempts have been made to conform to the naming convention for Distribution and Charge Codes, older Charge Codes and Distribution Codes may not have a hyphen.

The Public Query U\_BILLING\_CHARGE\_CODE\_SEARCH is available for Auxiliaries/Departments to use to retrieve a listing of the active Charge Codes. To run the query, enter the Bill Source followed by a percent sign. For detailed information on the query please review the [Accounts Receivable queries documentation](#).

When completing the request, the Department Name must match the Bill Source Description. If this does not match the request will be denied.

#### 4. Discounts

Departments may wish to provide customers with a discount from their normal charges. Discount codes are created for each Bill Source and departments should only use those created for their Bill Source. When a biller creates a bill and a discount is needed, the biller utilizes the dropdown menu to go to the "Disc/Surcharge" pages. Once there the biller locates the row(s) the discount is to be applied to. Enters the level of 1, selects their ID from the look up, either enters a percentage or a dollar amount on the line.

To request a discount code for a bill source, submit a request to the [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) with the following information:

- Bill Source
- Description
- Revenue Chart-field (Budget must exist on this line as well)

Discount usage is audit weekly and inquiry emails may be received especially if the discount is of a large percentage for the invoice line. Discounts may not be for 100% of a line.

Alternately, Departments which wish to provide a discount for a line may create a line for the net amount and include a line note to detail the discount. For example, "1000.00 charge less 100.00 discount for "reason", Net total for Line 900.00" This alternative method should not be used regularly. If the department plans to provide discounts on a regular basis the department must request a discount code and use the discount code method.

#### 5. Customer Creation

Each Bill Source has their own customer base. These customers are ONLY for the Bill Source to use. For example, Auxiliary Bill Source ABC has customers ABC1001, ABC1002, ABC1003. Only the ABC Auxiliary may use these customers to invoice. Similarly, ABC Auxiliary may NOT use customer DEF1001 as it is not part of their customer accounts. A person or entity doing business with the

University may have more than one Customer Account. For example, Jones' Bar-B-Q and Foot Massage does business with Auxiliary ABC and DEF. Jones' Bar-B-Q and Foot Massage would have a customer for each bill source. The customers would be different for each one depending on how many customers each one has (IE ABC1021 and DEF1002).

For individuals and entities with more than one customer ID a Corporate Customer is created to link the individual bill source customers together to show they are the same entity. Corporate Customers are created centrally by the University Controller's Office and the customer IDs begin with USF. Not all USF Customer IDs are corporate customers.

To request customer creation or update for a Bill Source, a completed [Customer Request and Update form](#) must be submitted to [arcust@usf.edu](mailto:arcust@usf.edu) . Only customer information is allowed on the customer record including email addresses.

The Public Query U\_CUSTOMER\_LIST is available for Auxiliaries/Departments to use to retrieve a listing of their customers. To run the query, enter the Bill Source followed by a percent sign. For detailed information on the query please review the [Accounts Receivable queries documentation](#).

## 6. Tax Exempt Customers

If a customer is Tax Exempt a valid DR-14 from the State of Florida must be procured from the customer. A copy must be included with the customer creation request. Failure to provide the proper documentation and the tax exemption will not be entered and you will be responsible for ensure to charge taxes to the customer until one is procured.

The Auxiliary/Department is responsible for maintaining a copy of this tax exemption in their files. You must be able to provide copies of these upon an audit by the State of Florida Tax Auditors. [FL12A-1.038](#)

For additional information or questions regarding Tax Exemptions OR what is and is not taxable, please review the [Tax Page](#) or please direct your questions to USF's tax experts at [UCOTaxServices@usf.edu](mailto:UCOTaxServices@usf.edu)

Federal Government customer will have a tax exemption entered for them with FEDERAL ENTITY as the exemption number. Those who are buying and will be reimbursed by the Federal Government and are not to be charged taxes must supply the appropriate documentation provided to them by the Federal Government entity to obtain tax exemption status. If they cannot provide this documentation, then they do not qualify for this status.

Customers purchasing goods for resale must provide a valid Form DR-13, Annual Resale Certificate, issued by the Florida Department of Revenue for sales tax exemption. The DR-13 is only to be used for goods that will be resold by the customer. If the customer intends to consume the product for themselves or use in their business (not included in another product that will be resold), USF must collect sales tax on the sales price.

For more information on taxes, including penalties related to improper recording, please review [Florida Title XIV Chapter 212 Taxes on Sales, Use, and Other Transactions Chapter 212.13](#) provides specifics relating to proper recording and maintenance of records related to taxes.

The Auxiliary/Department now has all the necessary setup to being invoicing the customer. All Auxiliary/Department invoicing is to occur in the USF01 Business Unit only.

## IV. Invoicing [Table of Contents](#)

The Auxiliary/Department is responsible for entering bills into the system for the central area to finalize, print, and mail or email the invoices to the customer. In order for a user to enter a bill they must first attend the FST301 Billing and Accounts Receivable Training and then request security access through the FAST [security access request](#).

Training Documentation is available for review before attending the training.

[Billing and AR – Overview](#)

[Standard and Express Bill Entry and Maintenance](#)

[Accounts Receivable Review](#)

The following two roles are dependent upon the user having the **USF\_INQUIRY** role. The **USF\_INQUIRY** role allows a user to view and inquire in Billing and AR as well as provides the user with the Billing and AR Tile on the home page.

There are two different Billing and AR Roles

**Billing and AR** – USF\_AR\_BILLER – this security role provides all the functions the Billing View Only role has but allows the user to enter bills to become invoices.

**Billing View Only** – USF\_AR\_ACCT\_OFF – This security role provides users with the ability to view and use Billing and AR Pages but does NOT allow the entry of bills to become invoices. This role is intended for reviewers and collectors who are NOT responsible for entering of bills. This role does allow the entry of customer comments.

When requesting security, the Inquirer role should also be requested. Users may request the Inquirer role as well without the Billing and AR or Billing View Only The inquirer role allows users to view some pages in Billing and AR but does not allow the entry or update of bills or comments. Inquiry also does not allow the reprinting of invoices or running of the Aging Detail Report as well as the use of some pages. The Inquirer role may be adequate for some users who only need to do minimal inquiry into the Billing and AR pages.

When a department enters a bill, the department is responsible for setting the bill to ready for the system to invoice the bill. Once the department readies a bill the system batch process will finalize the bill into an invoice and then generate a paper copy which the Controller's Office will mail or an electronic PDF copy and email to the email address on file. The email address the email invoices will be sent from is [commercialbilling@usf.edu](mailto:commercialbilling@usf.edu). Departments should advise their customers to white list this email address to ensure delivery of the invoice. The [commercialbilling@usf.edu](mailto:commercialbilling@usf.edu) email address is not monitored for communication; however, we will be notified if a customer email address is invalid and notify departments the email address is invalid. Departments are **not** to mail original invoices to a customer. The original invoice **MUST** come from the Controller's Office or by the system. You **may** reprint an invoice and provide to the customer. Invoices reprinted by an individual will have a non-removable 'COPY' watermark.

When creating a bill Auxiliaries/Departments are to NEVER create a credit line or a bill with a credit balance overall. Bills created by Auxiliaries/Departments are regularly reviewed for violating this rule. If a violation is discovered an escalation procedure is followed which includes contacting [University Audit and Compliance](#).

Invoices are created with a negative -20 days of aging. This is called the grace period. This 20 days before the start of the aging of the invoice is to allow time for the invoice to reach the customer. Once the 20 days is over the invoices begin to age.

The University only uses USD – United States Dollars, when invoicing customers.

On the Invoice the customer is provided with

- What was sold
- Amount Due
- Where to call for inquiries
- Where to remit payment
- When the invoice is due

All invoices are due and payable upon receipt by the customer. As a public entity we are not allowed to extend credit to customers. No Auxiliary/Department may state a customer may pay overtime for goods and services rendered. However, should a customer be delinquent and wish to make payments towards their delinquent balance we will accept partial payments towards balances owed. Please refer to the Collections section of this document for more details on collections.

## V. Accounts Receivable Review and Maintenance [Table of Contents](#)

Departments are responsible for reviewing and maintaining their FAST Accounts Receivables. There are several main pages in the navigation collection which may be used to review customer accounts and specific item details.

### 1. Pages used to Review Accounts Receivable

**Bills Invoiced** – shows the invoices generated and sent to the customer. This screen does NOT show the current balance of the customer items. To use enter the Customer ID you wish to review the bills which have been invoiced to the customer.

**Customer Item List** – shows the Accounts Receivable Items on a Customer Account. This page DOES show the current balance for the open customer items. You may drill down from here to view the View/Update Item Details for items on this page.

**View/Update Item Details** – used to view the details of a specific customer Item.

**Aging Detail By Unit Report** –users can run an aging report for their bill source. Please review a later section in the document regarding this process.

**Customer Payments** – This page users can review all the payments received and posted to a specific customer account.

### 2. General Accounts Receivable Information.

Each Item in the Accounts Receivable Module will have an Entry Type. Many will also have an Entry Reason included. The below listing contains the most used Entry Types and Entry Reasons.

Entry Types

- **IN** -- INVOICE – This means the Item originated in Billing
- **CR** -- CREDIT – This could either be a Credit originating in Billing or a Credit Memo created in AR. Credits originating from billing will not have an Entry Reason. Credits originating from AR will have an Entry Reason



- **DR** -- DEBIT – This is a Debit Memo created in the Accounts Receivable module and should have an Entry Reason included as well.
- **PY** -- PAYMENT – This is a Payment applied to an existing AR Item.
- **OA** -- ON ACCOUNT PAYMENT – This is a payment placed on account when there are no available customer items to apply the payment to and a corresponding Entry Reason will be included.
- **MT** -- MAINTENANCE – Maintenance Worksheets are used to close credits to debits on customers. Those with an Entry Reason are manual maintenance entries while those with no Entry Reason are system auto maintenance entries.
- **OD** -- OFFSET DEBIT – This is used to write off an item with a positive amount and will either have an Entry Reason of BANK or BADDT with a credit to 12010 and a debit to 13010.
- **OC** -- OFFSET CREDIT – This is used to write off an item with a negative amount and will either have an Entry Reason of BANK or BADDT with a credit to 13010 and a debit to 12010.
- **RFND** -- REFUND – This is a refund entry to refund a credit to the customer.

### Entry Reasons

- **'ABC'PY** -- PREPAYMENTS ON ACCOUNT – The ABC portion of the Entry Reason will be equal to the Bill Source for the Auxiliary/Department. This is used in conjunction with OA Entry Type.
- **'ABC'CK** or **'ABC'RC** -- RETURNED CHECK ENTRY – The ABC portion of the Entry Reason will be equal to the Bill Source for the Auxiliary/Department. This is used in conjunction with the DR Entry Type.
- **BADDT** -- BAD DEBT WRITE OFF – This is to record the write off type and is used in conjunction with OD Entry Type.
- **BANK** -- BANKRUPTCY WRITE OFF – This is to record the write off type and is used in conjunction with OD Entry Type.
- **ERROR** -- ERROR CORRECTION – This is a correction entered in the AR module and is used in conjunction with either an CR or DR Entry Type.
- **MAINT** -- MAINTENANCE – This is a rarely used maintenance entry reason and is used in conjunction with either a CR or DR Entry Type.
- **OFFST** -- CR/DR OFFSET – This is an Offset Maintenance entry and is used in conjunction with MT Entry Type.
- **OAOFF** -- ON ACCOUNT OFFSET – This is an on-account maintenance entry to apply an on-account payment to a customer item and is used in conjunction with MT Entry Type.
- **OVROPY** -- Over Payment – This is used in conjunction with the RFND Entry Type.
- **RETC** -- RETURNED CHECK FEE – This the fee assessed for a returned check and is used in conjunction with a DR Entry Type.

### 3. Billing Corrections

When a billing error has occurred, the responsible Auxiliary/Department is required to submit a properly completed and approved [Billing Correction Request](#) to [aradj@usf.edu](mailto:aradj@usf.edu) . Failure to properly complete the request will cause delays in completion of the request. The Accountable Officer or Accountable Officer Designee for the Fund Code or the Oper Unit and Department ID Combination for revenues may approve billing correction requests. Please review the section on acceptable signatures.

The central AR Office will review the request and determine the best course of action to complete the correction. There are two methods which may be utilized:

**Adjustment of Bill in the Billing Module** – This is primary method of completing billing corrections in the system. A negative bill is generated through the adjustment process to create

a new bill. The credit bill would be generated from the existing invoice and create a new bill with an ID equal to that of the original invoice followed by a CR. For example, ABC-00001 adjustment is necessary. The invoice is selected in the adjustment process and a new credit bill is created with an ID of ABC-00001CR.

Should the adjustment requested not be for the full amount. The original invoice is still credited in full. However, a second adjusting bill is created called a Re-Bill. The rebill is adjusted to the corrected amount. The ID for this is the same as the original invoice followed by an RB. For the example above the rebill invoice ID would be ABC-00001RB.

To re-cap, the Original Invoice ID is ABC-00001, the Credit is ABC-000001CR, and the rebill is ABC-00001RB. The Original Invoice and the Rebill Invoices are both mailed to the customer. The Credit invoice is not mailed to the customer.

**Credit Memo/Debit Memo in the AR Module** – This is an adjustment made directly to the existing AR item in the AR module. This entry bypasses the billing module and does not generate a credit invoice or a rebill. This is used for special circumstances and when the generation of invoices is not needed.

Auxiliaries/Departments may only request billing corrections for bills they generate. Returned Checks, Returned Check Fees, and Collection Agency Fees may only be requested by the appropriate responsible party.

#### 4. Refund Requests

There may be times to refund a customer for an over payment. This over payment may be because of either an actual over payment or it could be because the goods and services were not rendered, and the customer is due back funds.

There are two types of refund requests for Non-Sponsored customers

**Customer** – These types of refunds are only for those payments received and applied to FAST Customer AR accounts. A customer will not be refunded unless the Customer Account has a negative balance. If the customer has open items and a credit balance any open debits and credits which may be applied against each other must be closed before submitting a refund request. Refunds may not be for more than the credit balance on the customer account. In other words, the refund must not cause the customer balance to go positive.

**Non-Customer** – These types of refunds are for payments applied directly to a Chart-field string. There is no customer account associated with these types of payments. The department is the responsible party for collecting all the information required to complete the request. Any request which does not have all the appropriate information entered will be returned to the submitter for updates.

Refunds for Non-Customer payments may only be refunded up to the amount on the distribution line.

The department is the responsible party for collecting all the information and documentation required to complete the request. Any request which does not have all the appropriate information entered will be returned to the submitter for updates. Also supporting documentation must be provided along with the completed request form. For instances of duplicate payments please include the payment backup with the request.



Whether customer or non-customer based, refund payments must be sent to the original payor and address. For customer refunds the address on the request is verified with the customer record. For non-customer refunds the address verification is the responsibility of the department as well as the liability for misdirected payments. The only exception to the matching payor and address rule is when a payment is misdirected to the University which was intended for one of USF's Foundations.

Refunds which are returned and are not cashed will be cancelled according to the AP guidelines. After a period of a year the funds will be sent to the State of Florida through the Abandoned Property Process.

## 5. Maintenance Requests

The system has an Auto Maintenance feature. However, this does not always catch every instance of application that may be needed. Auxiliaries/Departments may request [customer maintenance](#) when necessary. Customer Maintenance deals with the application of credits and debits against each other to clean up a customer account. This request may be used to either request a Credit Invoice be applied against a Debit Invoice or an On-Account Payment against an invoice.

The central AR office does a quarterly review of customer balances to determine whether an open item may be applied against each other on a customer account. If an Open Item references a specific On-Account payment and both area available for application, they will be applied against each other. If a customer has a zero balance with open items, the items will be applied against each other to close out the items to clean up the account. Should there be a credit item and a debit item equal and it appears they should be applied together, the items will be applied against each other. If there are credits and debits on a customer but no correlation may be made between the items, the department may receive a request about how to apply a Maintenance Worksheet, otherwise the items will be ignored and looked at again at a future review.

## 6. Aging Reports

Auxiliaries/Departments should run an aging report monthly to assist with their review of their Accounts Receivable. The Aging report provides a listing of all the Bill Source's customers which have open balances on their accounts. To run an aging report please review the [Accounts Receivable Aging Report documentation](#).

On a quarterly basis the University Controller's Office emails a Quarterly Aging Report to the Collector for the Bill Source. If the identified Collector is no longer with the University or is no longer the responsible party for the area, then alternative contacts are used starting with Billing Specialist/Credit Analyst up to Accountable Officer Designee. The Accountable Officer would be the last individual to contact if all other attempts at contact fail.

The U\_AR\_AGING\_BY\_CUST query is available for use in the interim of the Quarterly Aging Report. The [U\\_AR\\_AGING\\_BY\\_CUST](#) query documentation is available on the [Billing and AR Webpage](#).

## 7. Credit Balance Customer Review

Auxiliaries/Departments should review monthly the Credit Balance Customer File located on the [University Controller's Office>About UCO>Other Resources Page](#). This file contains a listing of customers which have a credit balance and all the items on the balance. There are multiple worksheet tabs included in the file to provide information and detail.

**Information** – Contains information related to the understanding and other worksheet tabs in the workbook.

**Credit Balance Customers** – Provides a summary view by customer name of USF01 Auxiliary/Commercial/Non-Sponsored customers who have a credit balance as of the date of the report.

**Bill Source Credit Balance** – Contains a summary view by Bill Source of customers with a credit balance.

**Data Source** – Contains raw data to review which includes additional information and are the detailed rows for the summary information contained on the Credit Balance Customers worksheet.

When reviewing, departments should determine what needs to transpire with the credit. Broadly are the appropriate courses of action:

**Customer Credit Balance is for future services** – Leave the credit balance on the customer account for the future services. Departments should ensure to notate the prepayment/deposit is to be used for a future event or service. Departments may enter a conversation in the system for the OA item used to record the prepayment/deposit.

**Customer Credit Balance is an over payment/duplicate payment** – A refund request should be submitted to return the charges to the customer before the credit balance becomes 90 days aged. Refunds are not completed for less than \$1.00. If the customer credit balance is less than \$1.00 a request should be submitted to [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) for instructions on how to handle.

**Customer Credit Balance should be applied to a different customer account/item** – Sometimes payments may be misdirected. Determine whether a payment correction is required (if was applied to the incorrect customer on an incorrect bill source) OR if the payment should be applied by a maintenance process (incorrect customer account but same bill source).

## 8. Customer Payments

The goal for invoicing customers is to receive payment. Customers have multiple options to remit payment for goods and services. Only approved areas may handle payments. For information on Cash Collections please ensure to review the [Cash Collections Training](#) and take the [Cash Collections Quiz](#). Departments which are not cash collection areas are NEVER to instruct a customer to send a payment directly to a non-approved location or pay by a non-approved method. The University only accepts payments in USD – United States Dollars.

**If you receive a payment in the mail and are not an approved cash collection area you MUST do the following:**

1. STOP what you are doing.
2. Never let the payment leave your hand.
3. Gather the information for where the payment should be applied.
4. Immediately take the payment to your campus cashier's office.
5. If the cashier's office is closed, use the drop box located outside the cashier's office.

**Never send payments through campus Mail.**

Ideally when customers remit payment, they should remit a copy of the invoice with their payment. If they do not submit a copy, they should at least provide us with at bare minimum their Customer ID. Preferably their Customer ID and the Invoice ID they are remitting payment for.

Approved payment methods are

**Lock Box** – Checks or Money Orders may be mailed to:

University of South Florida  
 USF Business Payments  
 PO BOX 947568  
 Atlanta, GA 30394-7568

**Online** – Credit card payments may be made at: <http://www.usf.edu/commacct>

**EFT/Wire** – Have the customer contact [ucoadmin@usf.edu](mailto:ucoadmin@usf.edu) to obtain information on submitting payment by EFT or Wire.

Payments may be applied in 3 different ways

**Customer Account** – Payments for customer related items are to always be applied to their customer account.

**Direct Journal** – Direct Journal is a method of entering a payment by the cashier's office. This is like applying by a Journal Entry but uses the Cashiering Deposit and Payment Screens.

**Journal Entry** – EFT payments are applied by Journal Entry if there is no customer account the payment is to be applied to.

Customers may request you complete a vendor/supplier set up form for their institution to pay us. When you receive these types of requests, please obtain a copy of the form or the web URL from the customer. Then submit this information to [uco-administrativeservices@usf.edu](mailto:uco-administrativeservices@usf.edu) to have the information completed and returned to the customer.

## 9. Customer Payments Screen and Public Queries

The Customer Payments Navigation Collection option in the Billing and AR Tile is available to review payments applied to a customer account over a selected time range. Ensure your Set ID is set to USFSI, Business Unit is USF01, enter the Customer ID you would like to review and then enter the date range you would like to see and click search. A list of payments applied to the customer account for the date range selected should appear on the screen for you to review. If you wish to run this for all time enter the start date of 01/01/1900.

Sometimes payments are sent by a customer but do not make it to the proper location. When a customer informs you they sent payment, but the payment does not appear on their account, obtain the following information from the customer:

- Check Number
- Check Amount
- Date Mailed
- Address Mailed to
- Whether the payment has cleared their account

Use these public queries to search for the missing payment or to review payments:

**U\_PAYMENTS\_BY\_AMOUNT** – To use enter the payment amount, date mailed, and then date up to a month out. Click the View Results button and review the results. The query will retrieve a listing of all payments to the University for the amount entered. It will also provide you with information on where a payment was applied.

**U\_PAYMENTS\_BY\_PAYMENT\_ID** – To use enter the check number bracketed by percent signs. For example, you are searching for check number 1234. Enter %1234% into the query and you will retrieve all the payments where 1234 appears for the payment.

**U\_PAYMENTS\_BY\_DEPOSIT** – To use enter a Deposit ID. This will provide you with all the payments in the Deposit and review how they were applied. This works if you know a payment was included in a deposit, but it does not appear where it should be applied.

For additional information on these payment queries, please review the detailed [Accounts Receivable Query documentation](#).

Should you be unable to locate the payment and the check has cleared the customers account. Request a copy of the cleared check. Submit this copy to the Cashier's Office help desk at [cashiers@usf.edu](mailto:cashiers@usf.edu) to request assistance with locating the payment.

## 10. Suspense and Unidentified EFT Payments

The University may receive payments from Checks or by EFT which are not due the University or which do not have enough information on where to apply the payment. These payments are applied to a suspense account. Auxiliaries/Departments should regularly review the Suspense and Unidentified EFT Payment files for missing payments.

The Suspense and Unidentified EFT Payment files are located toward the bottom of the [Other Resources](#) page.

If a payment in Suspense is determined to belong to your department you may submit a request to [cashiers@usf.edu](mailto:cashiers@usf.edu) for assistance in moving the payment to the appropriate customer account or CF. Any funds which are determine need to be refunded to the submitter the Cashier's Office will hand the refund request.

## 11. Journal Masks

When a bill is invoiced, payment applied, maintenance worksheets posted, credit or debit memos created a journal is posted to the General Ledger to record the accounting entries associated with the entry. The Journal ID is comprised of two parts, a journal mask and a set of numbers.

A journal mask looks like a bill source but should not be confused with a bill source. A Journal mask is usually a 3-letter prefix followed by an auto assigned sequential number. There are some which are used by the system and are to never be used by online journals.

**ARB** – This stands for Accounts Receivable Billing. These are generated for Billing Invoices, Credits, and Re-bills as well as for Debit and Credit Memos generated in the AR Module.

**ARM** – This stands for Account Receivable Maintenance. These are generated for Maintenance Entries, Refunds, and Un-posting of AR Items.

**ARP** – This stands for Accounts Receivable Payment. These are generated for Customer related payments.

**ARC** – This stands for Accounts Receivable Cash. These are generated when a payment is applied by the Direct Journal Method.

Journal IDs may be seen through the system in various places on Invoice CFs, Payment Entries, Maintenance Entries. When reviewing a Journal in the GL users may drill down into the module related to the entry. This is covered in better detail Financial Training.

## VI. Collection Efforts on Past Due Accounts [Table of Contents](#)

Auxiliaries/Departments should make every effort to attempt collection on past due customer receivables. When a customer has reached 30, 60, or 90 days past due various steps should occur.

30 Days Past Due – The Auxiliary/Department should call or email to inquire about payment. The Auxiliary/Department should enter conversations in Fast of any results of the conversation or if possible, attach a PDF copy of the email correspondence.

60 Days Past Due – The Auxiliary/Department should write a letter requesting the customer provide payment for the goods/services rendered. The letter should include the Customer ID, Invoice IDs outstanding along with the total amount due. This letter should be signed by the Accountable Officer or Accountable Officer Designee for the Fund Code or Operating/Department AO/D for the revenue CFs recorded on the invoice. A scanned signed copy should be attached in the system in customer conversations in FAST.

90 Days Past Due – The Auxiliary/Department should write a letter stating payment is required and provide the same information as in the 60 Days Past Due. The Auxiliary/Department should also include the customer account may be turned over to the Controller's Office for additional collection efforts if payment is not received. Do NOT state it WILL and do NOT mention 3<sup>rd</sup> party collections. This will be done by the Controller's Office. Attach a scanned signed copy of the letter to a FAST Customer Conversation. Once the letter is mailed contact the central Accounts Receivable Office to request assistance with collections on a past due account.

For information on customer conversations please review the [Customer Conversations documentation](#) for instructions on documenting customer conversations.

When a customer account reaches 90 Days Past Due the Auxiliary/Department should cease any new business activity with the customer until they have settled their past due balances.

Things to remember when attempting collections

1. Be firm but never rude.
2. Never state "will", always use "may". This is important for legal proceedings should it ever occur.
3. Never state someone will be arrested or charged with a crime for an inability to pay.
4. Never use any derogatory or inflammatory remarks. IE "Deadbeat".
5. If you plan on recording phone conversations, you MUST inform the person you are speaking with they are being recorded.
6. Never lie or provide false or misleading information.
7. Never attempt telephone contact with a debtor before 8AM or after 9PM in their time zone.\*
8. Always notate in the system of record all conversations with the debtor regardless of how minor you may think they are.

\*Should the debtor have a local number and you are advised by the debtor you are calling them in a different time zone you MUST notate this information and remember the information provided by them. Enter a customer conversation notating the customer lives in a different time zone. Make sure the subject is "Customer Time Zone" or something to this effect.

Once the past due account is handed over to the central AR office, the AR Office will take over collection attempts. This may include additional letters and phone contact attempts. Depending on the amount outstanding will determine whether the account, if remained unpaid, will ultimately be assigned to a third-party collection agency.

Collections Agency Fees are charged by Third Party Collection Agencies. These fees may be either added onto the customer balance or a reduction in the amount the department would receive when payment is collected. [BOG 7.003](#)

Collection Agency Fees may be added onto the customer balance if it is expressly stated in documentation either in a contract with the customer OR It is posted in plain site where a customer may see it. A placard on a lobby desk or posted on a website where the customer is expected to go will also suffice. If there is no statement, then collection agency fees may not be added onto the balance. If the collection agency can procure payment the amount received by the Auxiliary/Department will be less the agency fee. The Auxiliary/Department is responsible for requesting a write off for any remaining balance.

To request assistance with delinquent customers, send an email to [aradj@usf.edu](mailto:aradj@usf.edu). Include the Customer ID along with any information not attached to conversations on the customer items/account.

## VII. Write Offs [Table of Contents](#)

There are multiple stages and steps to write offs. The below is the general guidance on the stages and steps of Non-Sponsored Accounts Receivable Write Offs.

Yearly General Accounting reviews the outstanding Non-Sponsored Accounts Receivable Balance. Based on a formula, General Accounting records an entry to accrue an Allowance for Doubtful (Credit 13010) entry along with a Bad Debt Expense (Debit 57500).

Departments should review and reconcile their Accounts Receivable on a regular basis. When a Customer Account is determined to not be collectable, and after all possible collection efforts have been exhausted including utilizing a third-party collection agency (see Collections section) the department should request a write-off of the Accounts Receivable Balance.

Write-off requests should be sent by email to [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu). Attach to the email in Excel spreadsheet format the following information

- Customer ID and Customer Name
- Invoice number(s)
- Description of service
- Original invoice date and amount
- Current unpaid AR balance

Along with the spreadsheet include all pertinent documentation. A complete description of collection efforts made. This should include customer notification, follow-up contact (email, fax, mail), and any professional collection agency actions. It is very helpful if these collection efforts were documented as customer conversations in FAST.

The write off request must be approved by the director/accountable officer and should summarize the total number of invoices and the total dollar amount recommended for write off.

The AR Office manager reviews the documentation submitted; if approval is granted, the request is presented to the USF Controller for final approval.

Upon receipt of the Controllers' approval, Accounts Receivable Staff will create entries in FAST for the specific invoices approved as uncollectible. The actions taken by Accounts Receivable Staff in the Accounts Receivable Module will close the outstanding items and reduce the item balances to zero.



The accounting entries by the write off in the FAST Accounts Receivable Module will debit the Allowance for Doubtful Account 13010 and credit the Accounts Receivable Account 12010.

A copy of the approval signed by the Controller is then sent back to the department for their records.

[USF REG 4.009](#)

## VIII. INTERDEPARTMENTAL BILLING [Table of Contents](#)

Interdepartmental customer invoicing is completed using a [journal entry](#). The FAST Billing and Accounts Receivable module is NOT to be used to invoice USF Departments. If a department expects a Foundation to cover the expenses, the departments conducting business still utilize the interdepartmental journal to record the sale and revenue. The buying department expecting a foundation to cover the charges requests a transfer in of funds from the foundation to them.

When requesting a transfer in from foundation ensure to include an internal memo from the department selling the goods/services and provide a printout of [Finance Mart](#) showing where the department was charged.

If the department is E&G funded and the goods and services can NOT be purchased with E&G funds, then the following should occur. The Department selling the goods works with the department wishing to purchase. The selling department receives from the department buying the goods and services the Foundation Fund Code they wish to use to pay with. The Department selling said goods and services invoices the Foundation directly for the charges. The selling department ensures to enter in the Header or Line Notes the Foundation Fund Code to pay from and the contact information for the department buying the goods and services.

## IX. Frequently Asked Questions [Table of Contents](#)

**Q: *Who can I contact for assistance with something which isn't covered in this document?***

**A:** Contact [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) with your questions.

**Q: *My customer wants us to set ourselves up as a vendor at their institution. Who do I contact to have this done?***

**A:** Ask the customer if there is a specific form their company requires to be completed. If so, obtain a copy of the form and submit this to [uco-administrativeservices@usf.edu](mailto:uco-administrativeservices@usf.edu) . Do NOT have the customer contact this email address. Send this from your email address. If the customer advises there is a webpage a user needs to use to complete the process. Obtain the web URL and provide this in the email to the [uco-administrativeservices@usf.edu](mailto:uco-administrativeservices@usf.edu)

**Q: *I created a bill but I can't find it in Accounts Receivable on the customer Account.***

**A:** First, Check the status of the invoice in the Billing Details Page. If the status is INV, the invoices is still in processing somewhere. If it still does not appear in AR contact [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) to review. If the status is NEW, then the system did not invoice the bill. Set the bill to RDY status in the Standard Billing Screen and the system will invoice it the next batch run.

**Q: Someone who has been doing billing for a long time at the University says [insert topic] incorrect and to do it this way.**

**A:** This document is correct as well as the other training documentation and should be the sole source for information regarding Billing and Accounts Receivable. Please advise the person with whom you spoke to read this document for the correct information. If they still have issues with the documentation, please request they contact [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) directly with their concerns.

**Q: I've run the re-print process but I'm not getting a copy of the invoice. Or My Invoice re-print process is erroring out. What do I do?**

**A:** The most common mistake when re-printing invoices is incorrectly keying the invoice ID in Invoice ID field on the re-print request screen. Ensure the Invoice ID in the field matches the Invoice ID exactly. Invoice IDs are 3 letters followed by a hyphen followed by a sequentially assigned 5-digit number and if a rebill or credit will have additional characters after the sequentially assigned 5-digit number. Verify you have entered the hyphen, the correct number.

The second most common mistake when re-printing invoices is attempting to re-print before the system has converted the bill into an invoice. If the Bill is still in RDY status and does not reflect an INV status, then you cannot re-print the invoice as the invoice has not been generated.

The third most common mistake or issue when re-printing invoices is selecting the incorrect option in the re-print job or changing the settings on the Type, Format, and Distribution. Non-Sponsored Invoices will only and ever use the USF Billing Invoice U\_BIINV option and you should never change the Type, Format, and Distribution.

The fourth most common mistake or issue is changing settings on the Print Options tab (or other options on the run control) which will not allow the invoice to reprint. Validate your run control's Print Options tab does not have the Email Invoice options drop down set to something other than "Print Only." If it is set to anything other than "Print Only" you will not receive a copy of the invoice.

**Q: I submitted a Billing Correction Request how long does it take to process?**

**A:** Billing Correction Requests, Refund Requests, Maintenance Worksheet Requests and other AR Related requests may be handled in as little as 1 day or more. The time frame varies depending on the number of requests in queue before a request and the complexity of the requests in queue before another request. Ideally it should not take more than 7 Business Days for a request to be completed. If your request is taking longer than the 7 business days please either reply to the ticket requesting an update or contact [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu) with the UCO number to inquire about a delay.

**Q: I have an urgent request that must be handled NOW! How do I get this request handled immediately?**

**A:** Requests submitted to [aradj@usf.edu](mailto:aradj@usf.edu) are handled in the order received. It is not justifiable to bump someone else's request in queue to work on someone else's request because they



deem their request more urgent. However, if documentation is provided there is a legal obligation or relates to a court order, we will jump a request into the front of the line.

**Q: *Why can't we use a different name or mailing address on the refund request than what is on the customer account?***

**A:** The refund address and payee must match the customer record. If the customer's address has changed a completed [customer update request](#) must be submitted before submitting the refund request.

**Q: *Where do I go to get information on Billing and Accounts Receivable?***

**A:** The Controller's Office FAST Billing and Accounts Receivable Page in the About UCO section of the website has most all of the information you may need regarding Billing and Accounts Receivable. If you still have questions, please email [billingarhelp@usf.edu](mailto:billingarhelp@usf.edu).