Agenda

- FI$Cal Project Overview
- Business Process Workshop Objectives and Approach
- FI$Cal Solution Overview
- Billing/Accounts Receivable—what is included, not included, in future waves
- Set Up and Maintain Customers Process
  - Business Process Overview, Key Terms
  - Process Flows, Screenshots
  - End-User Roles
- Generate and Adjust Invoices Process
- Interagency Billing

October 9, 2014
Agenda

- Enter and Maintain Receivables Process
- Process Payments Process
- Collect Receivables Process
- Technology Considerations
- Change Impact Activity
- Business Process Workshop Next Steps
The Financial Information System for California (FI$Cal) is a business transformation project for the State in the areas of budgeting, accounting, procurement, and cash management. The Project prepares the State to work in an integrated financial management system.

California’s Partner Agencies are working together to form the partnership to support FI$Cal at the highest level:
- Department of Finance (DOF)
- Department of General Services (DGS)
- State Controller’s Office (SCO)
- State Treasurer’s Office (STO)
FI$Cal Wave Timeline

<table>
<thead>
<tr>
<th>Calendar Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
</tr>
<tr>
<td>Q1</td>
</tr>
</tbody>
</table>

- **Pre-Wave** ~12 Months
- **Wave 1** 20 Months
- **Wave 2** 15 Months
- **Wave 3** 24 Months
- **Wave 4** 24 Months

O&M
BPW Objectives

The Business Process Workshops will provide:

- An overview of the business process, including key terms and functionality being implemented
- A list of changes with the “To-Be” business process
- An opportunity to discuss and begin identifying department-specific changes and impacts
- An explanation of Wave 2 end-user roles
- A template to capture department-specific changes and impacts
- An opportunity to begin thinking about updates to internal department processes
## FI$Cal Design Approach

### Conduct Wave 2 Working Sessions
- **Objective**
  - Define and validate DRAFT processes to best meet the State’s needs independent of the software details
  - Clarify requirements
- **Audience**
  - Department of General Services (DGS)
- **Key Outputs**
  - Revised To-Be Processes with department input
- **Tools / Methods**
  - Interactive Working Sessions with department SMEs
  - Gather additional input on:
    - As-Is Process
    - Statutes, Reg, Policy
    - To-Be Process, Benefits, Challenges

### Conduct Wave 1 Solution Walkthroughs
- **Objective**
  - Provide departments with an understanding of Wave 1 FI$Cal business processes
  - Demonstration of Wave 1 FI$Cal solution
  - Identify where Wave 1 solution may not meet the needs of new departments
- **Audience**
  - Wave 2 Departments absent in Wave 1
- **Key Outputs**
  - New departments prepared for CRP sessions
  - Key Considerations
  - Action Items and concerns from departments
- **Tools / Methods**
  - Solution Walkthroughs
  - Wave 1 FI$Cal Solution

### Conduct Wave 2 Conference Room Pilots
- **Objective**
  - Conduct a systematic review of how FI$Cal requirements and DRAFT To-Be Processes are enabled by the FI$Cal software solution
- **Audience**
  - Wave 1 and Wave 2 departments
- **Key Outputs**
  - Revised DRAFT To-Be Processes with department input
  - Basis for System Configurations and Functional Designs
- **Tools / Methods**
  - Interactive CRP Sessions with Department SMEs
  - CRP Sandbox

### Validate and Approve Process Designs
- **Objective**
  - Validate and document final business process designs
  - Confirm how requirements are met
- **Audience**
  - Project team with department input
- **Key Outputs**
  - Revised Final Business Process Designs
- **Tools / Methods**
  - Conduct follow-up meetings / validation sessions as necessary
  - Resolve open issues / outstanding decisions

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**October 9, 2014**

**FI$Cal: Transparency. Accuracy. Integrity.**
What Comes Next?

- **Role Mapping Working Session** – Workshop to review the FI$Cal Role Mapping Template, answer any questions about the roles presented in BPWs, and begin assigning end-user roles for Wave 2.

- **Change Workshop** – Workshop to help prepare managers and supervisors for conversations with department end users on the new FI$Cal business processes and their FI$Cal end-user roles.

- **End-User Training** – Training for department end users that will need to use the System in their assigned FI$Cal end-user roles.
Ground Rules & Guiding Principles

- **Challenge** how the State does things today
- **Perspective** – Adopt a “Statewide” perspective
- **Silence is Consent** – Speak and share your thoughts
- **There are no Bad Questions** – Better to question, then assume
- **Consider Best Practices** and business process changes
- **Think of the data** and information you require
What You Should Take Away

- Process overview level understanding of the Wave 2 FI$Cal business processes. For this session, the business processes are:
  - Set Up and Maintain Customers Process
  - Generate and Adjust Invoices Process
    - Interagency Billing
  - Enter and Maintain Receivables Process
  - Process Payments Process
  - Collect Receivables Process
- BPW Change Impact Tool for your department used to identify and manage department-specific impacts
- Understanding of the FI$Cal end-user roles for participation in the Wave 2 Role Mapping Workshop
FI$Cal Accounting Solution

Legend
- Pre-Wave
- Wave 1
- Wave 2
- Wave 3

## Set Up and Maintain Customers Key Terms

<table>
<thead>
<tr>
<th>Term</th>
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<tbody>
<tr>
<td>Customer</td>
<td>An entity which receives goods or services from a department and/or owes money to the State</td>
</tr>
<tr>
<td>Customer Contact</td>
<td>Individual or unit associated with a customer that the department may interact with for Billing and Accounts Receivable purposes</td>
</tr>
<tr>
<td>Customer Hierarchy</td>
<td>A tiered-structure formed from linking customers in one or more levels of parent-child relationships</td>
</tr>
<tr>
<td>Customer ID</td>
<td>A unique value/identifier assigned to a customer for tracking a customer profile in the system</td>
</tr>
</tbody>
</table>
Set Up and Maintain Customers Overview

- The Set Up and Maintain Customers business process is an integral part of the accounts receivable function, and supports key activities, such as creating invoices, tracking receivables, recording receipts, and collecting on receivables.
- In FI$Cal, the setup of a customer record is required to create customer contracts (including for bills related to Project Costing), generate invoices, and track receivables.
- A customer record is not required to simply record receipt of miscellaneous (non-receivable related) payments.
Set Up and Maintain Customers Overview

- Customers will be set up and maintained by departments in department-specific customer files.
- A department’s customer file may contain many types of customers, such as:
  - External entities and individuals
  - State departments/agencies
  - Local governments
  - Federal agencies
  - State employees
Set Up and Maintain Customers Overview

- Parent-child relationships may be established to link one customer to another customer to form a customer hierarchy for tracking purposes.
- Multiple addresses and contacts may be associated with a single customer.
- A Taxpayer Identification Number (TIN) for a customer may be stored in FI$Cal.
  - Confidential Users within the Departments can choose to mask the TIN when entering and updating customer records.
What is Included in Wave 1

- Customers set up for FI$Cal departments will be used for generating invoices in the FI$Cal Billing module and tracking receivables within the Accounts Receivable (AR) module.
- Customers will be set up and maintained separately from vendors.
- Interagency customers will be assigned standard customer IDs that may be used by all FI$Cal departments.
  - Departments may keep their interagency customer IDs within FI$Cal. Parent-child relationships can be leveraged to link the departments’ Customer IDs with the FI$Cal defined interagency Customer IDs for reporting purposes.
What is included in Wave 2

- Departments may generate bills for customers through Project Costing and Customer Contract functionality
  - Customers must be established prior to creating customer contracts for a customer
- Customer extract files may be generated by departments to extract customer data from FI$Cal. This information may be leveraged by the department to interface customer data from FI$Cal to external systems
  - Confidential customer information will not be present within the customer extract files.
What **IS NOT** Changing in FI$Cal

- Departments will continue to set up and maintain their own customer files
  - Each department will use its own list of customers for creating invoices and setting up receivables
# Customer Department Roles

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<tr>
<td>Department Customer Processor</td>
<td>The department end user who adds, updates, and inactivates customer data for SetIDs that the Department Customer Processor has access to. This end user will not have access to confidential customer data.</td>
</tr>
<tr>
<td>Department Confidential Customer Processor</td>
<td>The department end user who performs Department Customer Processor responsibilities, as well as adds, updates, and views customer social security numbers (SSNs) or customer taxpayer identification numbers (TINs)</td>
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## Additional Customers Roles

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Set Up and Maintain Customers

Customer Requester

- Submit form after identification of need to set up or update customer information

Department Customer Processor/Department Confidential Customer Processor

- Enter/update customer name, addresses, correspondence options
- Enter/update optional TIN info (Department Confidential Customer Processor only)
- Enter/update contact details
- Link contact to one or more customers

Key Impacts

- Standard FI$Cal form will be used for requesting/updating customer information
- TIN information will be entered by the Department Confidential Customer Processor Role
- Employees with outstanding payroll ARs will need to be set up as customers
- Customer parent-child relationships may be established for reporting purposes
Set Up and Maintain Customers

Key Points:

- One or more customer Names can be captured
- Type of Customer can be recorded for reporting purposes
- Roles determine how the customer can be used in the system (e.g. Bill To Customer flag must be checked in order for the customer to be available for selection on an invoice)
Set Up and Maintain Customers

Key Points:

• One or more addresses can be set up for a customer
• Bill To, Ship To, etc. flags determine where in the system the address is visible
• Effective dates can be used to capture changes in address information
Key Points:

- Billing Specialist and Collector roles are required for utilizing the customer for AR and Billing.
- Defaults values set up on the customer default onto specific billing or accounts receivable transactions in the system.
- The accounting entry for the receivable line on a bill/receivable can be defaulted based on the customer record.
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## Generate and Adjust Invoices Key Terms

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<td><strong>Invoice</strong></td>
<td>A record of goods sold or services provided to a customer</td>
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<tr>
<td><strong>Pro Forma Invoice</strong></td>
<td>A draft print/output of an in progress invoice. This may be used for reviewing billing charges before finalizing the bill for invoicing.</td>
</tr>
<tr>
<td><strong>Credit Invoice</strong></td>
<td>A complete reversal of a finalized invoice. A credit invoice is assigned a new invoice number and is linked to the original invoice.</td>
</tr>
<tr>
<td><strong>Rebill Invoice</strong></td>
<td>A new invoice generated to adjust a finalized invoice. The rebill is assigned a new invoice number and is linked to the credit and the original invoice.</td>
</tr>
<tr>
<td><strong>Voucher</strong></td>
<td>An electronic transaction created for the processing of vendor invoices, employee expenses, and/or adjustments</td>
</tr>
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Generate and Adjust Invoices Overview

- The Generate and Adjust Invoices business process supports the creation of invoices from billable charges and any adjustments of finalized invoices within the Billing module
  - Customers must be established in FI$Cal prior to creating and adjusting invoices
  - Billable charges may be manually entered or interfaced into the Billing module
- Billable charges from projects and grants will be integrated with the FI$Cal Billing module through Customer Contract functionality, allowing project and grant charges to flow into the Billing module for invoice generation
Generate and Adjust Invoices Overview

- Invoices finalized within the Billing module become outstanding receivables in the Accounts Receivable (AR) module
  - Payments and collection activities for invoices are tracked within the AR module
What is Included in Wave 1

- Departments will generate invoices out of the FI$Cal Billing module for charges that are entered in or interfaced into FI$Cal.

- System-generated vouchers will be created for interagency invoices from FI$Cal departments, while billed departments will create vouchers for invoices from non-FI$Cal departments.

- Standard invoice layouts will be available for generating invoice outputs.
  - The layouts will include a standard bar code. Departments may leverage the bar code information with their scanning devices for processing remittances.

- Departments will have one centralized remittance address that will print on invoices generated in FI$Cal for the department.
What is included in Wave 2

- Departments may generate bills for customers through Project Costing and Customer Contract functionality
  - Billing charges from Grants and Projects will be generated as bills through Customer Contracts. These bills may be finalized within the Billing module to become receivables in the AR module.

- Departments may submit invoice adjustments from external billing systems through the billing interface
  - Billing adjustments may include credit bills and adjustment (rebill) bills

- Departments may generate interagency billing extract files to interface interagency billing data to CALSTARS and SCO Fiscal
What \textbf{IS NOT} Changing in FI$Cal

- Departments with external systems for collecting billable charges may continue to use those systems and interface the billing data into FI$Cal for generation of invoices.
- Departments that process direct transfer bills for other departments will continue to send direct transfer details to SCO per their existing process.
# Generate/Adjust Invoices Roles

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<tr>
<td>Department BI Adjustment Processor</td>
<td>The department end user who adjusts a finalized invoice within the Billing Module. This includes adjusting the entire bill through the credit/rebill process or adjusting select lines within a bill.</td>
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<tr>
<td>Department BI Approver</td>
<td>The department end user who runs the Finalize and Print Invoice PeopleSoft Job for bills set to Ready status</td>
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## Additional BI Department Roles

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<th>FI$Cal End-User Role</th>
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<tr>
<td>BI Reporter</td>
<td>The central and department end user who runs reports on billing data for a Business Unit</td>
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<tr>
<td>BI Viewer</td>
<td>The central and department end user who runs inquiries on billing data for a Business Unit</td>
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</table>
Generate Invoices Flow

Bill Requester
- Submit Request to Bill Charges
  - Complete Excel request form with billable charges
  - Send form to Department BI Processor

Department BI Processor
- Enter Billing Information
  - Enter/review invoice lines, amounts, and accounting details
  - Review charges from interfaces or projects / grants (if applicable)
  - Generate pro forma invoice

Bill Requester/Reviewer
- Review Pro Forma Invoice
  - Review and notify Department BI Processor of changes or approval

Department BI Approver
- Finalize and Distribute Invoice
  - Review bills for finalization
  - Review billing accounting entries
  - Generate invoices for distribution to the customer

- Establish receivables in AR

Post Invoice Data
- Send Billing accounting entries to the General Ledger
- Establish receivables in AR

Key Impacts
- Standard FI$Cal Excel form will be used for requesting invoices
- Billable charges may be entered or interfaced into FI$Cal
- Invoices generated from FI$Cal will send accounting information to the General Ledger and establish receivables in AR
Adjust Invoices Flow

Bill Requester

Submit Request for Adjustment
- Identify need to adjust an invoice
- Populate request form and send to Department BI Adjustment Processor

Department BI Adjustment Processor

Select Invoice and Adjustment Type
- Adjust entire invoice or specific lines (credit only or credit and rebill)

Department BI Processor

Reroute to Finalize Adjustments
- Review adjustment charges from interfaces
- Generate and review pro forma invoice
- After review, the bill will go through the steps outlined for regular invoices

Key Impacts
- Standard FI$Cal form will be used for requesting invoice adjustments
- Department BI Adjustment Processor role is needed to initiate adjustment of finalized invoices if adjustment charges are initiated online within the Billing module
- Adjusted invoices are linked to original invoices in the system for tracking purposes
Interagency Billing Overview

- Interagency bills will be recorded and generated in FI$Cal for departments that are in FI$Cal
  - Billing departments:
    - Billing departments in FI$Cal will set up billed departments as customers. If the billed department is also in FI$Cal, then the billed department customer will be flagged for interagency billing processing
    - Billing a FI$Cal department from FI$Cal Billing will result in the creation of a voucher in FI$Cal Accounts Payable for the billed department
  - Billed departments:
    - Departments will process system-generated vouchers for interagency invoices from FI$Cal departments
    - Departments will record vouchers for interagency invoices from non-FI$Cal departments
Interagency Billing Scenarios Summary

- Scenario 1: FI$Cal department billing another FI$Cal department
  - 1A: Non-Direct Transfer Charges
  - 1B: Direct Transfer Charges
- Scenario 2: FI$Cal department billing a non-FI$Cal department for Direct Transfers or non-Direct Transfers
- Scenario 3: FI$Cal department receiving interagency invoices from a non-FI$Cal department for Direct Transfers or non-Direct Transfers
- Scenario 4: Non-FI$Cal department billing a non-FI$Cal department
  - Continue existing process outside of FI$Cal
Interagency Scenario 1A: FI$Cal Dept. Billing FI$Cal Dept. – Non-Direct Transfers

Key Impacts
- Interagency customers of FI$Cal departments which are also FI$Cal departments will be flagged for FI$Cal interagency billing processing
- Vouchers for interagency billing reference the interagency invoice number
- Voucher is routed through appropriate departmental and SCO approvals
- Voucher payment generates a receivable payment in the Billing Department’s AR Module
Interagency Scenario 1B: 
FI$Cal Dept. Billing FI$Cal Dept. – Direct Transfers

**Key Impacts**
- Default coding for FI$Cal department customers stored in FI$Cal by billing department
- Direct transfer vouchers bypass departmental approval but are approved by SCO
- Billed departments can view direct transfer vouchers on inquiry screens in FI$Cal
- Billing department requests direct transfer in SCO Fiscal per existing process
- Voucher payment generates a receivable payment in the Billing Department’s AR Module
Interagency Scenario 2: FI$Cal Dept. Billing Non-FI$Cal Dept.

Enter Charges and Finalize Invoice (BI)
- Follow Generate Invoices process to set up and finalize invoice
- Distribute invoice to department being billed

Request Direct Transfer (if applicable)
- Submit request to SCO per existing process for direct transfer charges

Record Customer Receipt (AR)
- Upon receipt of payment or direct transfer confirmation, follow the Process Payments process to record receipt in FI$Cal and clear the receivable

Key Impacts
- Interagency customers which are not using FI$Cal (i.e. non-FI$Cal departments) will not be flagged for FI$Cal interagency billing processing
- Billing department requests direct transfer in SCO Fiscal per existing process
Interagency Scenario 3: FI$Cal Dept. Billed by Non-FI$Cal Dept.

Department AP Processor

Receive Interagency Invoice
- Receive or download interagency invoice from non-FI$Cal department
- Follow offline department review processes, as applicable

Create Voucher (AP)
- Create voucher in AP
- Voucher can be created with default or specific coding
- Select manual payment method for direct transfers
- Select warrant payment method for non-direct transfers

Process Voucher and Payment (AP)
- Voucher(s) is routed through appropriate department and SCO approvals

Record Journal Voucher (AP)
- If regular voucher is created with default coding, reclassify using a journal voucher (if applicable)
- Journal vouchers are routed through appropriate approvals

Key Impacts
- Billed department receives interagency invoice or downloads invoice from billing department per existing process
- Voucher can be created through online entry, interface, or Excel spreadsheet upload
- Journal voucher can be used to reclassify coding from a regular voucher
Generate and Adjust Invoices

Key Points:
- Invoice Header captures a variety of information, such as Customer, Invoice Form, Remit to Address, From Date/To Date, Bill Inquiry Phone etc.
- Invoice ID numbering is configurable
- Status field captures if the invoice is in progress or ready to be finalized
Generate and Adjust Invoices

Key Points:

- Invoice can have one or more invoice lines to capture the different charges.
- Identifier (Charge Codes) can be configured, along with Unit of Measure and Unit Price. These Charge Codes can default accounting for the bill line too.
- Tax Codes will be available for selection on an invoice line.
Generate and Adjust Invoices

Key Points:

- User may define the accounting distribution for each invoice line. Multiple distributions may be associated with a single bill line.
- ChartField coding can be defaulted from the Identifier (Charge Code) configuration.
# Generate/Adjust Invoices Roles

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Enter and Maintain Receivables Key Terms

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<tr>
<td>Receivable</td>
<td>A claim against a debtor, such as a person, business, or governmental entity for money owed to the State</td>
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</table>
The Enter and Maintain Receivables business process supports the creation and tracking of receivables within the FI$Cal Accounts Receivable module.

- Receivables are created by the system for customer invoices generated in FI$Cal.
- Receivables can be established directly in the FI$Cal AR module if an invoice does not need to be generated.
What is Included in Wave 1

- Invoices generated in the FI$Cal Billing module will establish receivables within the FI$Cal AR module.
- Employee payroll receivables will be entered and maintained within the FI$Cal AR module.
What is included in Wave 2

- Departments may interface receivable data directly into the Accounts Receivable module
- Departments may generate receivable extract files from FI$Cal to interface receivable data into their external systems
What **IS NOT** Changing in FI$Cal

- Departments will still receive employee payroll overpayment information from SCO to set up payroll receivables
## Enter and Maintain Receivables

### Department Roles

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<td>Department AR Item Approver</td>
<td>The department end user who updates receivable items and sets them to post. This role may also correct posting errors for receivable items.</td>
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<td>AR Viewer</td>
<td>The central and department end user who runs inquiries on receivable and customer payment data for a business unit</td>
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<td>AR Reporter</td>
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Enter and Maintain Receivables

**Key Impacts**
- Invoices from the Billing Module are automatically created as receivables in the FI$Cal AR Module.
- A customer must be set up in FI$Cal before a receivable can be entered for that customer (including employees).
Enter and Maintain Receivables

Key Points:

- Group Control page captures the total counts and amounts of the receivables that will be set up as part of the group.
- Control Count and Amount are used to determine if the group is in balance or not.
- Unbalanced group can not be set to post.
Enter and Maintain Receivables

Key Points:

- Key receivable details can be captured on the Pending Item 1 page, such as Item ID (i.e. Receivable number), Customer, Amount, Terms
- PO References and Contracts can be associated with the Item
Enter and Maintain Receivables

Key Points:

• Additional information such as a Pay Period for Employee Receivables may be recorded on the Pending Item 3 tab.
Enter and Maintain Receivables

Key Points:

• Accounting Entries for the receivable are entered on the Accounting Entries tab.
• Speed Type configuration can be leveraged to default accounting for the User Defined Line.
## Enter and Maintain Receivables
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<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Deposit</td>
<td>Monies received by the departments and placed into the Treasurer’s account at an approved depository bank within the Centralized Treasury System</td>
</tr>
<tr>
<td>System Deposit</td>
<td>A system transaction consisting of one or more customer payments used for balancing and processing purposes</td>
</tr>
<tr>
<td>Receivable Payment</td>
<td>A receipt that is meant to be applied to a customer’s open receivable balance</td>
</tr>
<tr>
<td>Miscellaneous Receipt</td>
<td>A customer payment that is not related to an open receivable. Referred to as a Direct Journal Payment in FI$Cal.</td>
</tr>
</tbody>
</table>
# Process Payments Key Terms

<table>
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<tr>
<td><strong>Customer Conversation</strong></td>
<td>Documentation of an interaction with a customer or a collection activity. A Customer Conversation may include details on payments and/or receivable collection activities.</td>
</tr>
<tr>
<td><strong>Payment Predictor</strong></td>
<td>System process that applies payments against receivables based on configured rules and reference information associated with the payment (for example, Invoice ID)</td>
</tr>
<tr>
<td><strong>Payment Worksheet</strong></td>
<td>Method for applying a customer payment to a customer’s open receivable balance</td>
</tr>
<tr>
<td><strong>Non-Sufficient Fund (NSF) Payment</strong></td>
<td>Customer check payment that failed to clear the deposit into a bank account. Also may be referred to as a dishonored check.</td>
</tr>
</tbody>
</table>
Process Payments Overview

- The Process Payments business process for Accounts Receivable supports the recording and application of customer payments in the FI$Cal Accounts Receivable module.
- Departments will apply customer payments against invoices or code payments to specific accounting classifications for non-receivable-related payments.
- Payments can be entered directly in FI$Cal or they can originate from an external system and be interfaced into FI$Cal.
- Deposits recorded in the Accounts Receivable module will be integrated with the Cash Management module for the Bank Reconciliation process.
What is Included in Wave 1

- Departments will use the FI$Cal AR module to record and apply customer payments
- Accounting for customer payments will be recorded as follows:
  - When a customer payment is applied to a receivable or coded to a fund, FI$Cal will record accounting entries into the appropriate cash account (General Cash, Agency Trust, ORF, Cash in State Treasury)
  - For unapplied payments, the department will record a GL Journal Entry to record General Cash and Uncleared Collections
  - Once an unapplied payment has been applied or coded to the proper revenue and cash accounts, the department will record a GL Journal Entry to reverse the original General Cash and Uncleared Collections entry
What is included in Wave 2

- Interagency Voucher payments from FI$Cal Billed Departments will automatically generate receivable payments for a FI$Cal Billing Department.
  - This interface includes direct transfer and non-direct transfer payments
  - The receivable payments will be flagged for automatic payment application via Payment Predictor.
    - If Payment Predictor is unable to automatically apply the payment, then the department may manually apply the payment to the receivable
- Direct transfer receivable payments from non-FI$Cal Billed Departments may be created for a FI$Cal Billing Department through an interface process
What **IS NOT** Changing in FI$Cal

- Departments will continue to enter deposit information into the STO Electronic Deposit Form (EDF) System to generate a deposit slip, or use a paper-based bank deposit slip per the existing process.
- Departments will continue to enter remittance information into the SCO Electronic Fiscal Input Transaction System (eFITS) or use a paper-based form per the existing process.
- Departments will continue to send transaction requests to SCO to correct balances/funds at SCO.
## Process Payments Department Roles

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<tr>
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<tr>
<td>Department AR Payment Processor</td>
<td>The department end user who enters deposit and payment data based on information from the Department's Cashiering Unit. This end user applies payments to invoices (through worksheets or Payment Predictor).</td>
</tr>
<tr>
<td>Department AR Payment Approver</td>
<td>The department end user who reviews deposit and payment data. This user is able to review accounting information for receivable payments and set the payments to post. This end user will enter the accounting distribution prior to posting miscellaneous receipt payments.</td>
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*FI$Cal: Transparency. Accuracy. Integrity.*

October 9, 2014
## Process Payments Department Roles

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Process Payments

Department Cashiering Unit
- Receive Payments
  - Deposit payments into bank account

Department AR Payment Processor
- Enter Deposit / Payments
  - Flag direct journal and payment predictor payments
  - Select cash type
  - Create payments for interagency bills / employee payroll deductions
  - Create worksheets for over and underpayments

Department AR Payment Approver
- Set Payments to Post
  - Review payment worksheets and set to post
  - Code Direct Journal payments for posting
  - Reference Open Item Key information for ORF Salary Advance receipts

Department AR Payment Processor
- Process Payments
  - Process worksheets
  - Post payments against receivables
  - Generate accounting entries for posting to GL

- Notify GL Processor for Journal Entry (GL)
  - Notifies GL Processor to enter GL Journal to record or reverse general cash/uncleared collections

Key Impacts
- Departments continue to use EDF and eFITs processes outside of FI$Cal
- Dept. AR Payment Approver role is needed to post and code miscellaneous payments. This includes referencing Open Item Keys for ORF Salary Advance Receipts.
- Journal entries need to be submitted to record or reverse general cash/uncleared collections (as applicable)
Payment Adjustments – Misc. Receipts

Department AR
Payment Processor

- Determine Type of Payment Adjustment
  - Miscellaneous receipt
  - Incorrect payment amount
  - Incorrect coding on the payment

- Record system deposit/payment(s) with positive and/or negative amounts

Department AR
Payment Approver

- Finalize Adjustment
  - Code payment adjustments
  - Set payment(s) to post
  - Payment and accounting posted by FI$Cal processes

Bank Reconciliation (CM)

- Reconcile adjustments in Cash Management

Key Impacts

- Customer payments recorded in the Accounts Receivable module are integrated with the Cash Management module for the bank reconciliation process in FI$Cal
- Any adjustments requiring updates to transactions at STO or SCO will need to follow the existing processes
Payment Adjustments – Receivables

**Key Impacts**
- Payments posted to the wrong invoice can be unposted and reposted
- Adjustment invoices are linked to the original invoice
- Any adjustments requiring updates to transactions at STO or SCO will need to follow the existing processes
Process NSF Payments

Key Impacts

- NSF details recorded in Customer Conversations for tracking and reporting purposes
- Departments buyback NSFs through agency checks created by using the AP module
- SCO will record entry in Fiscal System to account for buyback if payment was remitted
Process Payroll Deduction Payments

Key Impacts

- Departments use existing process for receiving payroll deduction notifications
- Payroll deduction receipts will be recorded in FI$Cal AR to clear out outstanding Payroll receivables
- FI$Cal AR Payment Predictor functionality streamlines payment application by using receivable reference(s) on the payment to clear corresponding outstanding receivable(s)
Process Direct Transfer Payments (Online)

**Key Impacts**
- Departments use existing process for receiving direct transfer notifications
- Direct transfer receipts will be recorded in FI$Cal AR to clear out outstanding interagency receivables
- FI$Cal AR Payment Predictor functionality streamlines payment application by using receivable reference(s) on the payment to clear corresponding outstanding receivable(s)
Process Payments - Deposits

Key Points:

- Deposit ID is system assigned. Bank Deposit ID is used to record the Bank Deposit Number. Identifier is used to record the Location Code for the deposit.
- Bank Code/Account and Deposit Type are configured values that will be selected for each deposit.
- Control Total Amounts are compared against entered total amount and count.
Process Payments - Deposits

**Key Points:**

- Payment ID is a free-form field that can be used to capture an identifier for the payment (e.g. check number, journal ID, etc.)
- Payment Predictor or Journal Directly flags can be set for each payment
- Additional payment information can be recorded for reporting purposes
- Cash Type notes the final Cash Account associated with the payment. If recorded to General Cash and a State Fund, then the payment will be reclassified as Cash in State Treasury
- One or more Customer or Item (Invoice) references can be selected for a payment
Process Payments - Deposits

Key Points:

- Additional payment information can be recorded for reporting purposes.
- Cash Type notes the final Cash Account associated with the payment. If recorded to General Cash and a State Fund, then the payment will be reclassified as Cash in State Treasury.
- Customer reference information can be provided for the miscellaneous payment, but is not required.
- Item/Invoice reference information fields are grayed-out/disabled for Direct Journal payments.
Process Payments – Receivable Payments

Key Points:

- Customer and Reference information will be populated on the payment worksheet if entered on the payment level. If not on the payment, this information can be updated on the payment worksheet as well.
- Build button generates the worksheet based on the references provided.
Process Payments – Receivable Payments

Key Points:

- Based on the reference information, items can be selected for payment application.
- User can select/deselect items as required if more than one item is available for selection.
- Remaining amount on the worksheet must be zero to post the worksheet.
Process Payments – Misc. Receipts

Key Points:

- One or more accounting classifications can be entered for the Direct Journal.
- Speed Types can be configured / set up to default classification that is commonly used.
- Salary Advance payments should reference Open Item Keys.
- If coding is to a State Fund and Cash Type is General Cash, then the payment will be reclassified to Cash in State Treasury.
Process Payments – Misc. Receipts

Key Points:

- The Cash accounting entries are defaulted from the bank set up. This cash entry will be reclassified based on the Cash Type and Fund coding for the payment.
- Mark the Complete flag to enable the Direct Journal for posting. The receipt will be available for posting once it has passed budget checking.
## Process Payments Department Roles

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# Collect Receivables Key Terms

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<tr>
<td>Dunning Letters</td>
<td>Collection letters sent to a customer, on a defined schedule, to collect for overdue receivables</td>
</tr>
<tr>
<td>Customer Statements</td>
<td>A report of open item balances (e.g. receivables, credit memos, on account payments) for an individual customer</td>
</tr>
<tr>
<td>Overdue Charges</td>
<td>An additional charge to a customer for not paying a receivable prior to the receivable's due date</td>
</tr>
<tr>
<td>Disputes</td>
<td>A customer disagreement regarding an invoice charge from a department. Receivables in FI$Cal can be marked as in dispute</td>
</tr>
<tr>
<td>Write-off</td>
<td>Process of clearing bad debt/discharging accounts receivable based on a set of approvals</td>
</tr>
</tbody>
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## Collect Receivables Key Terms

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<tr>
<td>Receivables Maintenance</td>
<td>System functionality used to apply credit and debit receivables against each other, initiate customer credit balance refunds, and process write-offs</td>
</tr>
<tr>
<td>Worksheet</td>
<td></td>
</tr>
<tr>
<td>Refunds</td>
<td>A credit balance that is paid back to a customer</td>
</tr>
</tbody>
</table>
Collect Receivables Overview

The Collect Receivables process supports collections of receivables from customers (including departments, private entities, and employees) in the FI$Cal AR module, including:

- Reviewing customer account and balance information
- Aging and reporting on receivables
- Documenting customer conversations and notes
- Tracking receivables as being in dispute/sent to collections
- Generating customer statements
- Generating dunning letters
- Assessing overdue charges
- Processing refunds to customers
- Writing off uncollectable receivables
What is Included in Wave 1

- Departments will use the FI$Cal AR module to track receivables and associated collections activities
- Departments will generate dunning letters out of FI$Cal using a standard layout with department-specific text
  - Overdue receivables will be grouped onto a single dunning letter per customer, indicating the number of days overdue and number of letters previously sent for each receivable
- Write-offs will be routed through a departmental approval workflow
- After a refund has been processed in the AR module, a voucher for the refund will need to be created in the Accounts Payable module to generate an agency check or warrant
What is included in Wave 2

- Departments may generate customer statements for customers with open item balances
- Departments may generate receivable extract files from FI$Cal to interface receivable activity data into their external systems
What **IS NOT** Changing in FI$Cal

- Departments will continue to send write-off information to SCO per the existing process and policies
- Departments will continue to use existing offset programs outside of FI$Cal (for example, the FTB offset process)
- Departments will continue to report receivable balances (including the Statewide Receivable Report) to SCO at fiscal year end
## Collect Receivables Department Roles

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<td>Department AR Collections Processor</td>
<td>The department end user who generates customer interactions including dunning letters, customer statements, and customer conversations, updates the status of posted receivables, applies adjustments to receivables, reclassifies receivables, and writes-off receivable balances. This end user will not be able to set worksheets to post.</td>
</tr>
<tr>
<td>Department AR Collections Approver</td>
<td>The department end user who reviews and approves or denies write-off requests and posts refund transactions. This end user sets worksheets to post, such as Maintenance Worksheets and Transfer Worksheets.</td>
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</tbody>
</table>
Collect Receivables Department Roles

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<td>The central and department end user who runs reports on receivable and customer payment data for a business unit</td>
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Collect Receivables – General

- Review balances online using collections workbench or reports
- Match credit/debit receivables
- Assess overdue charges
- Flag amount as in dispute
- Follow up with customer
- Document conversation and follow up actions
- Send dunning letters
- Send customer statements
- Create worksheet to process receivable refunds, credit/debit balances, receivable transfers, and write-offs
- Review accounting entries for worksheets
- Set worksheets to post
- Record dept. approval for write-offs

Key Impacts
- Department AR Collection Approver role is needed to set transactions with accounting entries to post
- Proper approvals need to be obtained outside of FI$Cal, as applicable, for write-offs and refunds
Generate Dunning Letters

Department AR Collections Processor

Review Receivables Balances
- Review balances online using collections workbench

Specify Selection Parameters
- Select a specific customer, group of customers or all eligible customers for department

Run Dunning Process
- FI$Cal process selects information for dunning letters per the specified parameters

Review Dunning Letters
- Review online customers and the associated overdue ARs
- Remove any customers or items that should be excluded

Finalize and Distribute Letters
- Finalize dunning letters
- Distribute the dunning letters to customers

Key Impacts
- Dunning letters are created at the customer level, with one letter per customer for all their overdue receivables for a particular cycle
- Dunning letters can be created on configurable intervals (30 days, 60 days, etc.)
- Specific customers can be excluded from receiving dunning letters
Process Write-offs

**Key Impacts**

- All write-off transactions are routed to the Department AR Collections Approver. Additional approvals, as needed, must be obtained offline per the existing process.
Assess Overdue Charges

Department AR Collections Processor
- Review Receivables Balances
  - Review balances online using collections workbench
- Specify Selection Parameters
  - Select a specific customer or all eligible customers for department
- Run Overdue Charges Process
  - FI$Cal process selects information for overdue charges per the specified parameters
- Review Overdue Charges
  - Review overdue charges
  - Set overdue charges to post
- Post Overdue Charges
  - Overdue charges added to customer account
  - Accounting entries generated for posting to the GL

Department AR Collections Approver

Key Impacts
- Overdue charges generated per configured overdue charge rates
- Overdue charges are included on dunning letters
- Specific customers can be excluded from being assessed overdue charges
Process Refunds – Credit ARs

Key Impacts
- Refunds for credit receivables are recorded in the FI$Cal AR module
- Refund payments to customers must be processed via the FI$Cal AP module
## Collect Receivables Department Roles

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## Technology Considerations – Conversions

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<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers</td>
<td>Only active customers, addresses, and contacts will be converted into FI$Cal. This should include customers that have outstanding receivables or customers that are expected to be billed shortly after go-live.</td>
</tr>
<tr>
<td>Open Receivables</td>
<td>Open/outstanding Receivables that have a date prior to June 30th within their legacy systems.</td>
</tr>
</tbody>
</table>
# Technology Considerations – Interfaces

<table>
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<tr>
<th>Interface</th>
<th>Definition</th>
</tr>
</thead>
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<tr>
<td>Inbound Billable Charges</td>
<td>This inbound interface allows departments to send billing information including billing adjustments from their systems into FI$Cal Billing. Invoices may then be printed in FI$Cal and sent to the customer. Any errors identified during interface error processing need to be corrected via resubmission of corrected file (e.g. incorrect control totals) or transaction being sent in subsequent interface file processing (e.g. incorrect transactions).</td>
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<tr>
<td>Customer Receipts</td>
<td>This inbound interface will create deposits and customer payments by importing receipt information from interface files provided by Departments into FI$Cal. Any interface errors identified during error processing need to be corrected via resubmission of corrected file (e.g. incorrect control totals) or transaction being sent in subsequent interface file processing (e.g. incorrect transactions). Types of Transactions 1. Receipts for outstanding receivables 2. Miscellaneous Receipts</td>
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Technology Considerations – Interfaces

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<tr>
<td>Inbound AR Item Interface</td>
<td>This inbound interface allows departments to upload open items such as receivables and credit memos into the Accounts Receivable module.</td>
</tr>
<tr>
<td></td>
<td>Any interface errors identified during error processing need to be corrected via resubmission of corrected file (e.g. incorrect group control totals) or transaction being sent in subsequent interface file processing (e.g. incorrect transactions).</td>
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## Technology Considerations – Interfaces

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<tr>
<td>Customer ID Extract</td>
<td>This outbound file provides an extract of customer data including Customer ID, Customer Name, primary billing address, primary customer contact, billing attributes associated with the customer, and direct transfer coding associated with the customer (if applicable). Departments may use this outbound file for departmental business processes including interfacing data into external systems.</td>
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Technology Considerations – Interfaces

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<tr>
<td>Outbound Accounts Receivable Extract</td>
<td>The Outbound Accounts Receivable Extract process may be used to generate an extract file of summarized or detailed open item (i.e. credit memo and receivable) data. The summarized Outbound Accounts Receivable extract file displays group information for the item, item information, and the summarized item balance (i.e. the original item amount less any payments or adjustments applied to it). The detailed Outbound Accounts Receivable extract file displays information for the original item as well as detailed information for every item transaction (i.e. payments, adjustments, etc…) applied to the original item.</td>
</tr>
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</table>
Next Steps

- Share BPW materials at your department
- Complete the BPW Change Impact Tool
- Review with your FI$Cal CMO Department Readiness Coordinator
- Identify and work on updating internal department policies, processes, and documentation
- Prepare for:
  - Role Mapping Working Session – November 2014
  - Change Workshop – February 2015
Role Mapping Working Session

- 2-hour facilitation session intended for Wave 1 and Wave 2 Department Implementation Team (DIT) members
- FI$Cal will provide DITs with detailed instructions on how to fill out the Role Mapping Tool for their department
  - “Do’s and Don’ts” of the Role Mapping Template
  - To take place at:
    - FI$Cal Project site
    - 2000 Evergreen Street
    - Jade Auditorium
    - Thursday, November 6, 2014
    - 9:00 a.m. – 11:00 a.m.

*Remote Dial-In will be available to those geographically dispersed
Billing-AR Change Impact Activity

- **Description:**
  - FI$Cal walk through one example change impact
  - At your table, discuss how the FI$Cal business processes and related change impacts may affect your department
  - Document **three impacts** in your BPW Change Impact Tool

- **Roles:**
  - **Facilitator** – Helps lead the discussion with your department on the FI$Cal business processes and change impacts
  - **Recorder(s)** – Captures the department-specific impacts from the activity in your BPW Change Impact Tool

- **Time:**
  - You will have 30 minutes for this activity.
Question and Answer

FI$Cal Project Information:
http://www.fiscal.ca.gov/

or e-mail the FI$Cal Project Team at:

fiscal.cmo@fiscal.ca.gov
Appendix
ChartField / UCM Codes Cross-reference

Legacy
- Organization Codes
  - Level 1
  - All Other
- Index
- Fund
- Subfund
- Program
- Element
- Component
- Task
- Project

Fiscal
- Business Unit
- Reporting Structure
- Fund
- Program
- Project

Service Location
- Account

Agency Use
- Alternate Account

Statistics Code
- Appropriation Reference

Budget Period
- Enactment Year

Legacy
- Object Code
- Receipt Code
- GL Code
- Agency Source
- Agency Object
- Appropriation Reference
- Year of Enactment

October 9, 2014

Guide to Symbols in Flows

- **Start/End**: Indicates point at which the process begins or ends. Does not represent any activity.

- **Decision**: Shows a decision point, such as yes/no. Each path emerging from the diamond is labeled with one of the possible answers.

- **System Task**: Represents an individual step or activity in FI$Cal.

- **Manual Task**: Represents an individual step or activity in the process that is made out of FI$Cal.

- **Input Documents**: A paper document (or email) that is used for entering data in the process. For electronic data the Interface shape is used.

- **Connector**: On/Off-Page Connector. Used to avoid complex overlapping connector lines or to continue a process on a subsequent page. Connectors are labeled with UPPER CASE letters.

- **Interface**: Data conversion from one electronic system to another.

- **Batch Process**: Represents a batch process within FI$Cal.

- **Flow Arrow**: Indicates the direction of the process.

- **Intra Integration Process**: A input or Output to some other process within the same capability.

- **Output Documents**: An electronic document that is created by the process and can be printed (for example – any kind of report).
AR1 – Set up and Maintain Customers

Start

Identify a need to create/update customer information

Submit a customer set up/update form

Review form and make corrections

No

Receive a request to create/update customer information

Review form for accuracy/completeness

Check against defined standards for Name, Addresses, etc.

Form Complete?

Yes

Check Customer in FI$Cal

Customer Exists?

Yes

B

No

A

Enter General Information

Enter the general information for a customer such as customer name, billing currency, type (external, department/agency, employee, etc.)

Enter Customer Address Information

Enter one or more addresses for the customer (e.g. billing, correspondence)

Enter Customer Attributes & Defaults

Enter billing options, correspondence options, etc.

Confidential Customer Information?

No

C

Yes

D
AR2 – Generate and Adjust Invoices – Enter Billable Charges

Department Bi Requestor

Start
Start process to enter charges for invoice generation

Identify a need to bill a customer

Submit a request to bill charges

Review request and make corrections

No

Receive a request to bill charges

Review request for accuracy/completeness
Check against defined standards

Request Complete?

Yes

Enter Billing Information
Select bill to customer, address, contact, enter line items, etc.

Enter/Review Accounting Details

A

Recurring Bill?

Yes

Enter Recurring Billing Schedule

Set Invoice Status To Ready
Can also use BIIVCSTS program to change bill status

Execute Recurring Bills Process
BIRECUR generates the recurring bills per schedule; Can also process via Batch

No

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AR2 – Generate and Adjust Invoices – Finalize Invoices

**Department BI Requestor**

- C: Review Proforma Invoice
  - Changes needed?
    - Yes: Submit changes/
    - No: Notify BI Processor to Finalize Invoice

**Department BI Processor**

- B: Review Invoice / Make Necessary Corrections
- Generate Proforma (Draft) Invoice
- Review Proforma Invoice
  - Changes needed?
    - No: Send Invoice To Requestor / Reviewer
    - Yes: D: Set Invoice Status To Ready

**Department BI Approver**

- Finalize Invoice
- Review Processed Invoice
- Distribute Invoices
  - Invoices distributed per billing contact preference (print, email, etc.)
AR2 – Generate and Adjust Invoices – Send Invoices to AR

Multiple programs run via Batch

Process Billing Accounting Entries

Load AR

Load AR Errors?

No

AR - Enter and Maintain Receivables

Yes

BILDAR01 Process sends invoices to AR staging area

Processing Errors?

Yes

Business Process to review posting in AR

No

F

Process Budget Check

F

End

Budget Checking Errors?

Yes

Load GL

No

BILDGL01 Process sends invoices to GL staging area

GL – Enter and Process Journals

Correct Processing Errors

E

Business Process to send Billing Accounting Entries to the General Ledger
AR2 – Generate and Adjust Invoices – Interface and Other Module Charges

Start

Process to load data into Billing staging tables

CA – Process Billing and Revenue

Business Process from Projects/Grants/Contracts

BillF0001 Billing process takes data from staging tables to create temporary bills

Process Billing Transactions

Review Billing Process Postings

Transactions in Error?

Yes

Correct Transactions

No

Charges from External Interface?

Yes

No

Start process to create invoices for billable charges from Project/Grants/Contracts Modules or from external systems

Review Temporary Worksheet Bills

Generate Proforma (Draft) Invoice

Send Invoice To Requestor / Reviewer

Mark Temp Bill To Become An Invoice

Process Worksheet To Invoice

Notify Department BI Processor

Review Proforma Invoice

Changes needed?

Yes

Submit changes/

No
Enter and Maintain Receivables

AR3 – Enter and Maintain Receivables

1. Start
   - Start process to record a receivable which does not require an invoice out of FI$Cal

2. Identify a need to record a receivable
3. Submit a request to record a receivable

4. Review & make corrections
   - No

5. Receive a request to record a receivable

6. Review request for accuracy/completeness
   - Check against defined standards

7. Request Complete?
   - Yes → Enter Receivable Details
   - No

8. Enter/Review Accounting Details

A
Enter and Maintain Receivables

AR3 – Enter and Maintain Receivables

Department AR Item Approver

- Review Receivable Details → Set Receivables To Post → Review Posting Results → Correct Posting Errors

Central AR Batch Processor

- Start → AR – Generate and Adjust Invoices → Post Receivables → GL – Enter and Process Journals → End

- Process review receivables created from invoices generated in FISCal
- Continue from Business Process AR - Generate and Adjust Invoices
- ARUPDATE process posts receivables in the AR module
- Process to send AR Accounting Entries to the General Ledger

Posting Errors?

- Yes → Correct Posting Errors
- No → Receivable from Billing

No – Receivable entered in AR

Employee Payroll Deductions and Direct Transfers

AR4 – Process Payments – Employee Payroll Deductions and Direct Transfers

Department AR Payment Processor

Start
Process for Payroll Deductions or Interagency Direct Transfers

Receive Notification for Employee Payroll Deduction or Direct Transfer

Enter/Review Deposit Details
Record a system deposit; no physical deposit is made into a bank account

Enter/Review Payment Details

Enter/Review AR ID(s) or Customer ID(s) for the Payment

Apply using Payment Predictor?

Yes

No – B

C
AR4 – Process Payments – Direct Journal Deposit Adjustments

Start

Recognize Discrepancy between FISCAL Deposit and Bank Deposit

Bank Deposit Slip Amount Error?

Yes

Bank Deposit Slip Amount Greater than Deposit in FISCAL?

No

Provide Bank with New Bank Deposit Slip for Remaining Amount

Yes

FISCAL Amount Error?

Yes

FISCAL Deposit Greater than Bank Deposit Slip Amount?

No

Enter New Deposit With Positive Direct Journal Payment

Yes

Enter New Deposit With Negative Direct Journal Payment

No

FISCAL Posted Direct Journal Payment Coding Error?

Yes

Enter New Zero Dollar Deposit With Offsetting Direct Journal Payments

No

End

D

Department AR Payment Approver

Enter/Update Payment(s) Accounting Entries

Set Direct Journal Payment(s) to Post

Budget Check Payment(s)

Budget Errors?

Yes

No

GL – Enter and Process Journals

Yes

Bank Deposit Slip Amount Greater than Deposit in FISCAL?

A buyback voucher needs to be created to reimburse the bank for the adjustment

No

AP2 – Enter and Process Vouchers

Department Cashiering Unit / Department AR Payment Processor

Bank Deposit Slip amount is less than amount recorded in FISCAL

No

Yes
AR4 – Process Payments – Non-Sufficient Funds (NSF) Payment

Start

Receive Notification of NSF Payment

Type of Payment?

Direct Journal Payment

Document Notes for the NSF Payment

Direct Journal Coded and Posted?

Yes

Applied and Posted to Receivable?

No

Yes

Flag NSF Payment as Direct Journal Payment

No

Voucher is recorded in AP to buyback the NSF check from the bank

Create A New Receivable Due From The Customer

Source of Receivable?

Fi$Cal Billing

Fi$Cal AR

Yes

E

No

AR2 – Generate Invoices

AR3 – Enter and Maintain Receivables

E

End

GL – Enter and Process Journals

Enter/Update Payment Accounting Entries

Set Direct Journal Payment to Post

Budget Check Payment

Budget Errors?

No

Yes

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AR4 – Process Payments – Non-Sufficient Funds (NSF) Payment

**Start**
- Receive Notification of NSF Payment

**Department AR Payment Processor**
- Type of Payment?
  - Direct Journal Payment
  - Applied and Posted to Receivable?
    - Yes
      - AP2 – Enter and Process Vouchers
    - No
      - Voucher is recorded in AP to buyback the NSF check from the bank

**Department AR Payment Approver**
- E
  - Enter/Update Payment Accounting Entries
  - Set Direct Journal Payment to Post
  - Budget Check Payment
  - Budget Errors?
    - No
      - GL – Enter and Process Journals
    - Yes
      - Budget Check Payment

- End

Note: E stands for Enter/Update Payment Accounting Entries.
Refund Customer Payment

AR4 – Process Payments – Refund Customer Payment

Start

Payment Coded and Posted?

Yes → AP2 – Enter and Process Vouchers

No

Generate refunds for customer payments

Flag as Direct Journal Payment

Enter/Update Payment(s) Accounting Entries

Set Direct Journal Payment to Post

Budget Check Payment

Budget Errors?

Yes → AP2 – Enter and Process Vouchers

No → GL – Enter and Process Journals

End

If Direct Journal Payment remitted to State Fund, generate warrant for Refund Payment. Otherwise, generate Agency Check for the Refund Payment.
AR5 – Collect Receivables

Start → Process AR Aging

AR_AGING: Process ages open receivables per configured rules

Review Customer Account Balance & Details → Next Action?

Review online using Collections Workbench and/or reports (e.g. Aging Report)

Collections Unit:

- Contact Customer
- Send Customer Statement
- Send Dunning Letter
- Assess Overdue Charges/Interest
- Flag Receivable As In Dispute / Collections
- Reclassify Receivables
- Match Credit/Debit Receivables
- Process Refunds
- Process Write-offs
AR5 – Collect Receivables

Collections Unit

A  Contact Customer

B  Process Customer Statements
   AR_STMTS
   Process generates Customer Statements

C  Process Dunning Letters
   AR_DUNNING
   Process generates the appropriate dunning letter per configured rules

D  Process Overdue Charges/Interest

E  Flag Receivable as In Dispute or Collections

F  Document Action/Details In Customer Conversations

AR4 - Process Payments

Accounts Receivable business process for recording customer payments

Payment Received?  Yes

Document Conversation/Follow-up Action

Payment Received?  No

Review Statements

Distribute To Customer(s)

Review Dunning Letters

Distribute To Customer(s)

Process Overdue/Interest Charges

K
Write-Offs

AR5 – Collect Receivables – Write-Offs

- Review Write-off Request
- Approve
- Yes: Amount >$7500?
  - Yes: Approve Write Off
  - No: Approve Write Off
- No: Review Write-off Request
- No: Approve
- Yes: Review Write-off Request

Offline in Wave 2