



**FI\$Cal**

*Financial Information System for California*

# Billing-AR Business Process Workshop (BPW)

***October 9, 2014***

# Agenda

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- 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

# Agenda

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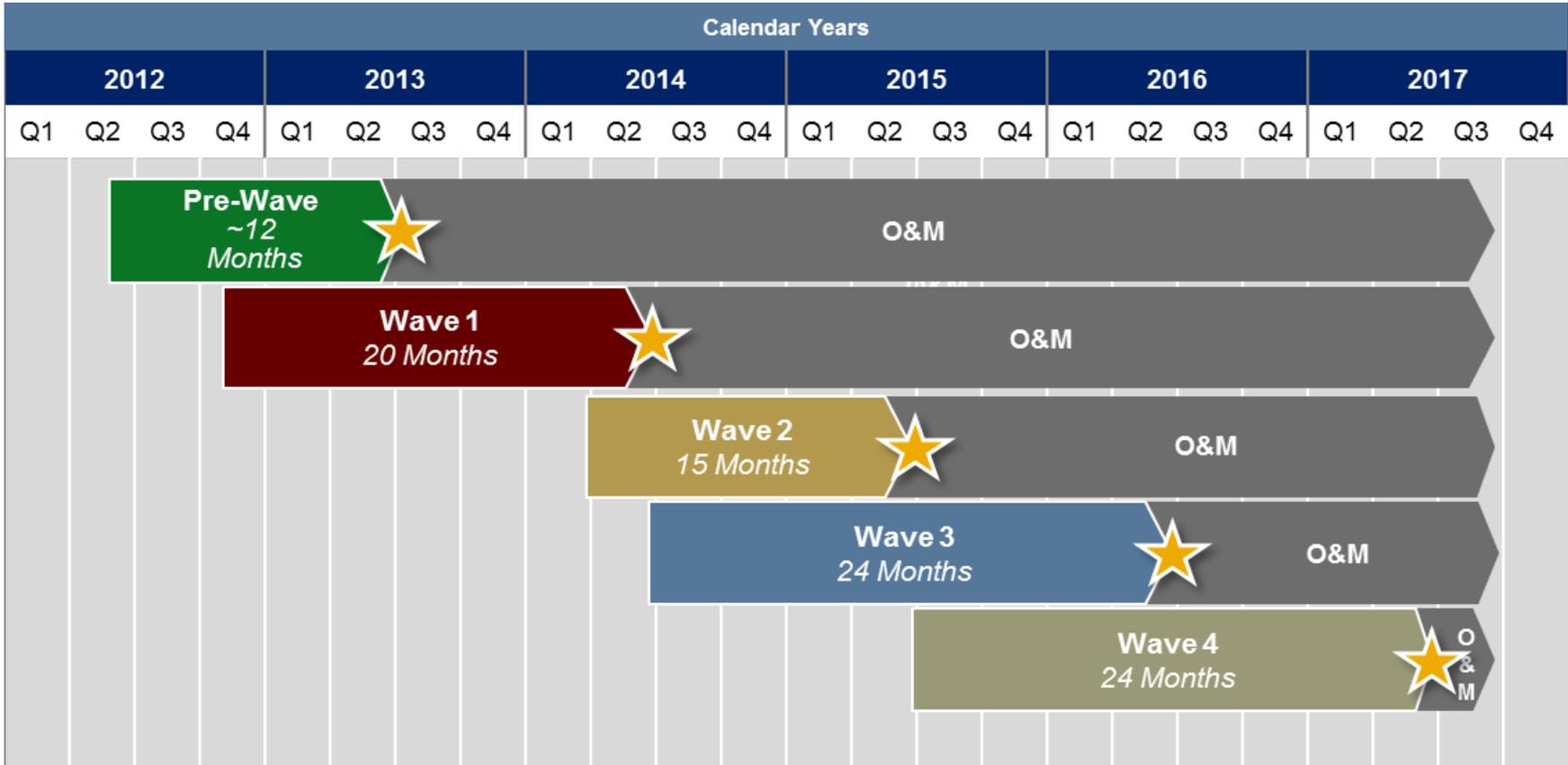
- Enter and Maintain Receivables Process
- Process Payments Process
- Collect Receivables Process
- Technology Considerations
- Change Impact Activity
- Business Process Workshop Next Steps

# FI\$Cal Project Overview

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- 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

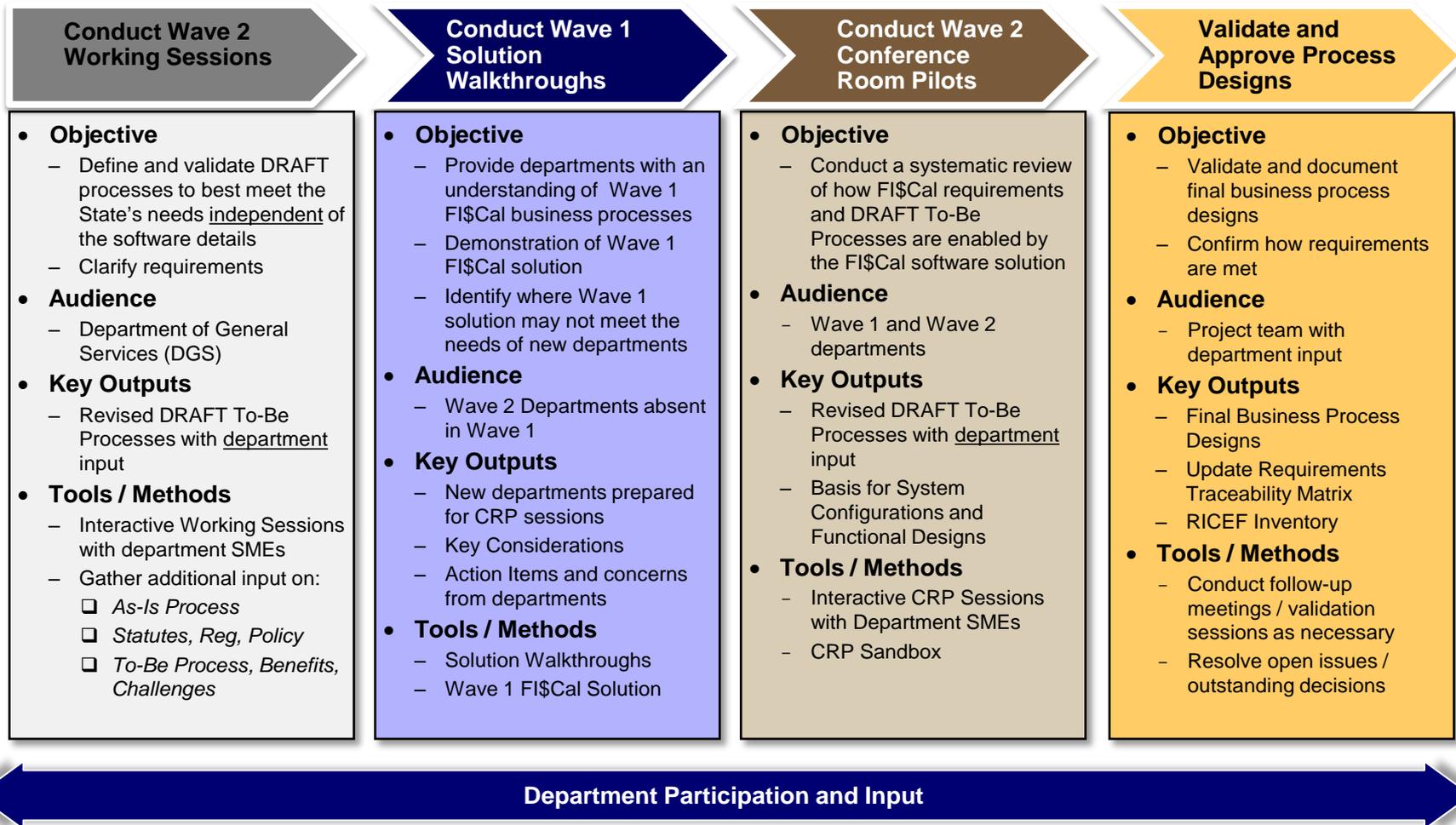


# BPW Objectives

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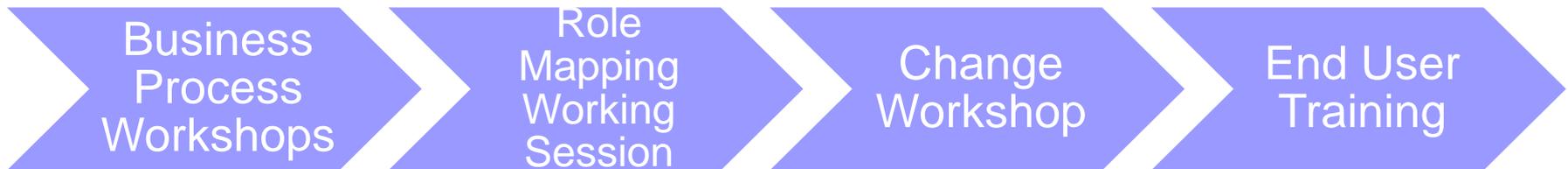
- The Business Process Workshops will provide:
  - An overview of the business process, including key terms and functionality being implemented
  - A list of changes with the “To-Be” business process
  - An opportunity to discuss and begin identifying department-specific changes and impacts
  - An explanation 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



# 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

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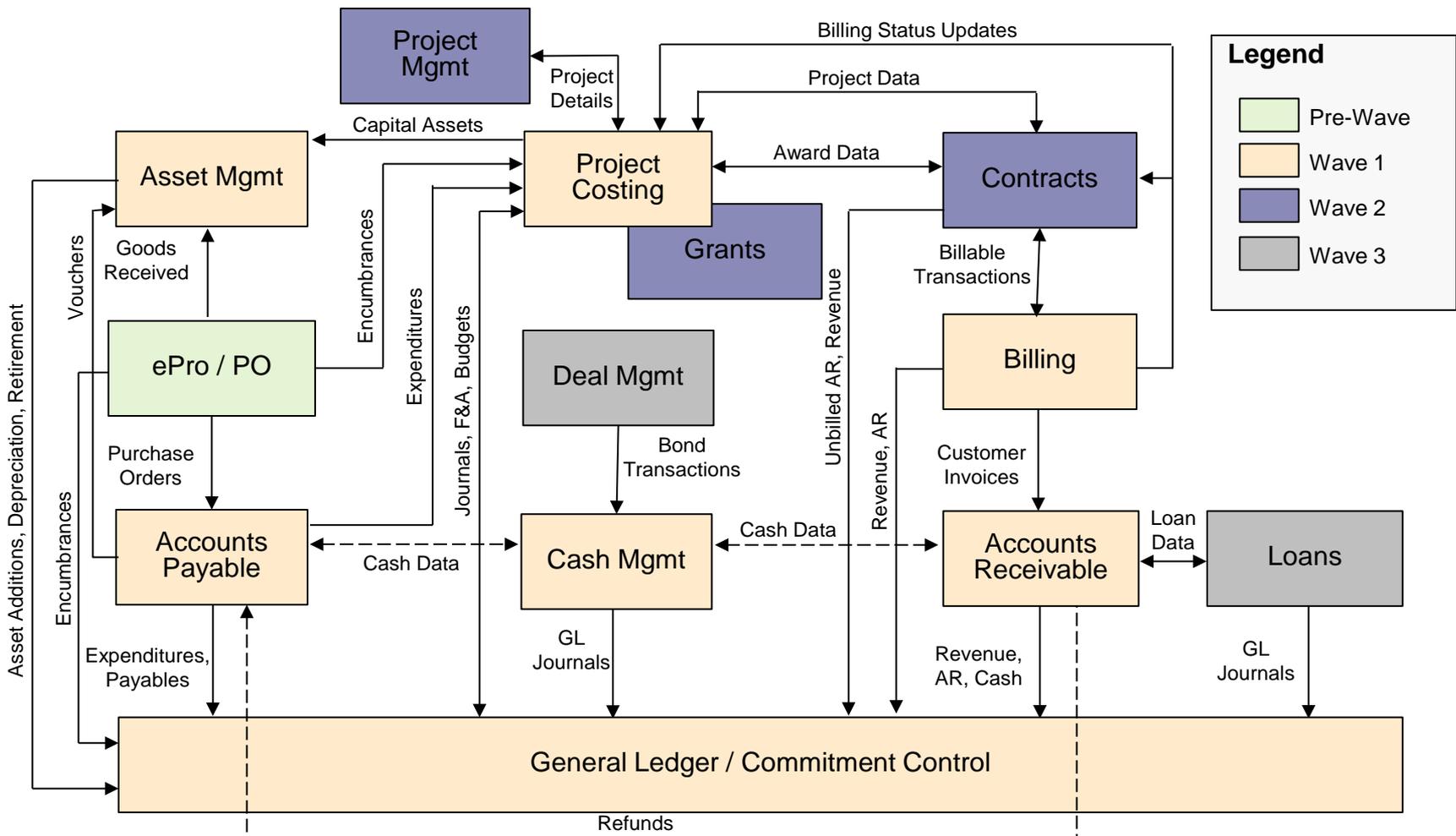
- **Challenge** how the State does things today
- **Perspective** – Adopt a “Statewide” perspective
- **Silence is Consent** – Speak and share your thoughts
- **There are no Bad Questions** – Better to question, then assume
- **Consider Best Practices** and business process changes
- **Think of the data**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

# What You Should Take Away

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- 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



# Set Up and Maintain Customers Key Terms

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

# Set Up and Maintain Customers Overview

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- 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

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- 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

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- 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

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- 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

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- 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

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- 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

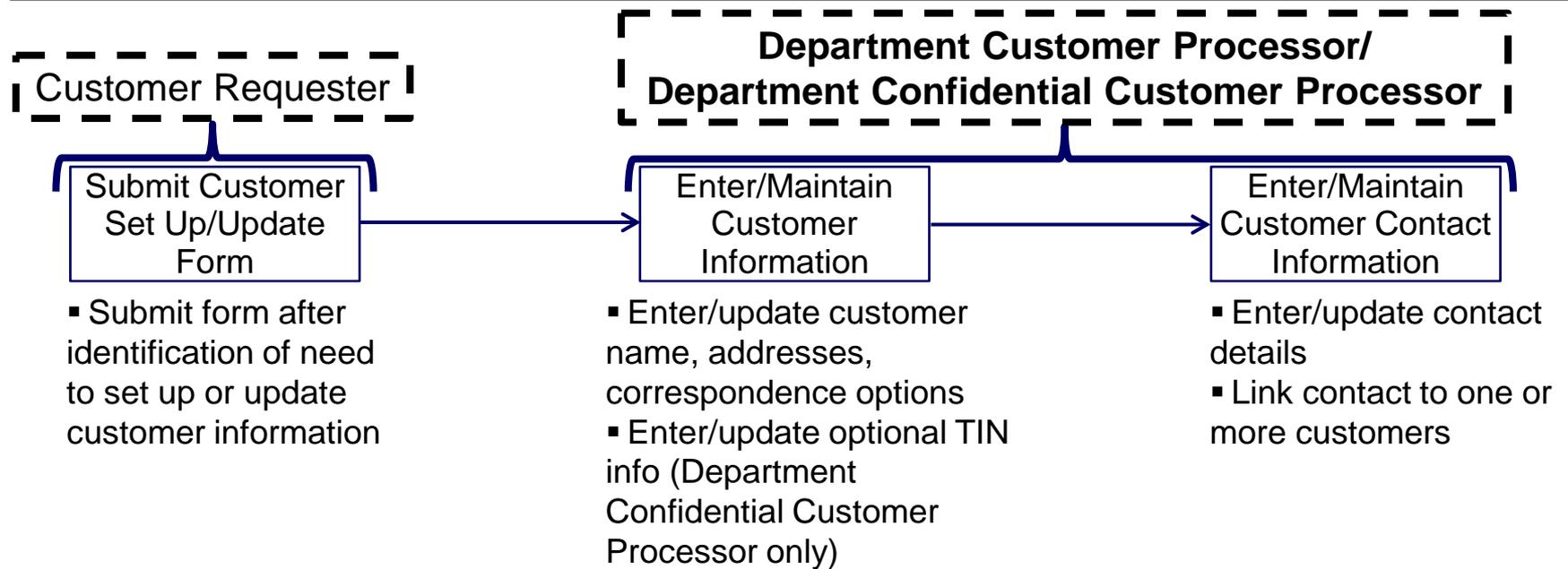
# Customer Department Roles

FI\$Cal End-User Role	Description
Department Customer Processor	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.
Department Confidential Customer Processor	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)

# Additional Customers Roles

FI\$Cal End-User Role	Description
Customer Viewer	The central and department end user who runs inquiries and reports on customer data for a SetID. This end user will not have access to confidential data.

# Set Up and Maintain 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

[Favorites](#) > [Main Menu](#) > [Customers](#) > [Customer Information](#) > [General Information](#)

**FI\$Cal**

[General Info](#) | [Bill To Options](#) | [Ship To Options](#) | [Sold To Options](#)

SetID: 0820    Customer ID: NEXT    General Info Links: [...More](#)

\*Status:     [Copy From Customer](#)    Level:

\*Date Added:     \*Since:     \*Type:

\*Name 1:     \*Short Name:

Name 2:

Currency Code:     Rate Type:

**Roles**

<input checked="" type="checkbox"/> Bill To Customer <a href="#">Bill To Selection</a>	<input checked="" type="checkbox"/> Correspondence Customer <a href="#">Correspondence Selection</a>
<input checked="" type="checkbox"/> Ship To Customer <a href="#">Ship To Selection</a>	<input checked="" type="checkbox"/> Remit From Customer <a href="#">Remit From Selection</a>
<input checked="" type="checkbox"/> Sold To Customer <a href="#">Sold To Selection</a>	<input checked="" type="checkbox"/> Corporate Customer <a href="#">Corporate Selection</a>
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer
<input type="checkbox"/> Indirect Customer	<input type="checkbox"/> Grants Management Sponsor

Consolidation Business Unit:

**Federal Attributes**

Federal Customer    Trading Partner Code:     Disbursing Office:

Appropriation Symbol Not Required for Reimbursable Agreements

**Support Teams**    Personalize | Find | View All | [First](#) | 1 of 1 | [Last](#)

Team Code	Default	Description
TEAM	<input checked="" type="checkbox"/>	

## 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

[Favorites](#) > [Main Menu](#) > [Customers](#) > [Customer Information](#) > [General Information](#)

**FI\$Cal**

Appropriation Symbol Not Required for Non-Budgetable Agreements

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**Support Teams** [Personalize](#) | [Find](#) | [View All](#) | [Print](#) | [Calendar](#) First 1 of 1 Last

Team Code	Default	Description
TEAM	<input checked="" type="checkbox"/>	Support Team

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**Address Locations** [Find](#) | [View All](#) First 1 of 1 Last

\*Location:   Bill To  Primary  Broker  Primary  Primary

Description:   Ship To  Primary  Indirect  Primary

Sold To  Primary  Correspondence Address

RFID Enabled [VAT Default](#) [VAT Service Treatment Setup](#)

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**Address Details** [Find](#) | [View All](#) First 1 of 1 Last

\*Effective Date:  \*Status:

Tax Code:  Language Code:

Physical Nature:  Where Performed:

Alternate Name 1:  Alternate Name 2:

Country:  United States

Address 1:

Address 2:

Address 3:  [View Phone Information](#)

City:   In City Limit

County:  Postal:

State:

## 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

# Set Up and Maintain Customers

[Favorites](#) > [Main Menu](#) > [Customers](#) > [Customer Information](#) > [General Information](#)

**FI\$Cal**

[General Info](#) | [Bill To Options](#) | [Ship To Options](#) | [Sold To Options](#)

SetID: 0820    Customer ID: DOJ0800048    Tony Stark

**Customer Bill To Options** Find | View All    First 1 of 1 Last

*Effective Date:	<input type="text" value="04/09/2014"/>	*Status:	Active
Currency Code:	USD	Rate Type:	CRRNT

Responsibilities:

Credit Analyst:	<input type="text" value="ANALYST"/>	Collector:	<input type="text" value="DOJREIMB"/>
AR Specialist:	<input type="text" value="ARSPCLST"/>	Bill Inquiry Phone:	<input type="text" value="916-324-5090"/>
Billing Specialist:	<input type="text" value="DOJREIMB"/>	Billing Authority:	<input type="text"/>

<p><b>Billing Options</b></p> <input checked="" type="checkbox"/> Direct Invoicing <input type="checkbox"/> Federal Highway File <input type="checkbox"/> Prompt for Billing Currency <p>*Freight Bill Type: <input type="text" value="Shipping"/></p> <p>Bill Type: <input type="text"/></p> <p>Billing Cycle Identifier: <input type="text"/></p> <p>Invoice Form: <input type="text" value="SERVHDR"/></p> <p>Bill By Identifier: <input type="text"/></p> <p>AR Distribution Code: <input type="text" value="AR-REVENUE"/></p> <p>Hold Number of Days: <input type="text"/></p>	<p><b>Billing Consolidation Data</b></p> <p>Consolidation Key: <input type="text"/></p> <p>SetID: <input type="text"/></p> <p>Customer ID: <input type="text"/></p> <p><b>Blanket Purchase Orders</b></p> <p>Blanket PO Number: <input type="text"/></p> <p>Start Date: <input type="text"/></p> <p>End Date: <input type="text"/></p> <p><b>Order Management Options</b></p> <input type="checkbox"/> Purchase Order Required
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## 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.

# Customer Department Roles

FI\$Cal End-User Role	Description
Department Customer Processor	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.
Department Confidential Customer Processor	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)

# Additional Customers Roles

FI\$Cal End-User Role	Description
Customer Viewer	The central and department end user who runs inquiries and reports on customer data for a SetID. This end user will not have access to confidential data.

# Generate and Adjust Invoices Key Terms

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

# Generate and Adjust Invoices Overview

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- 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

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- 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

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- 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

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- 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 **IS NOT** Changing in FI\$Cal

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- 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

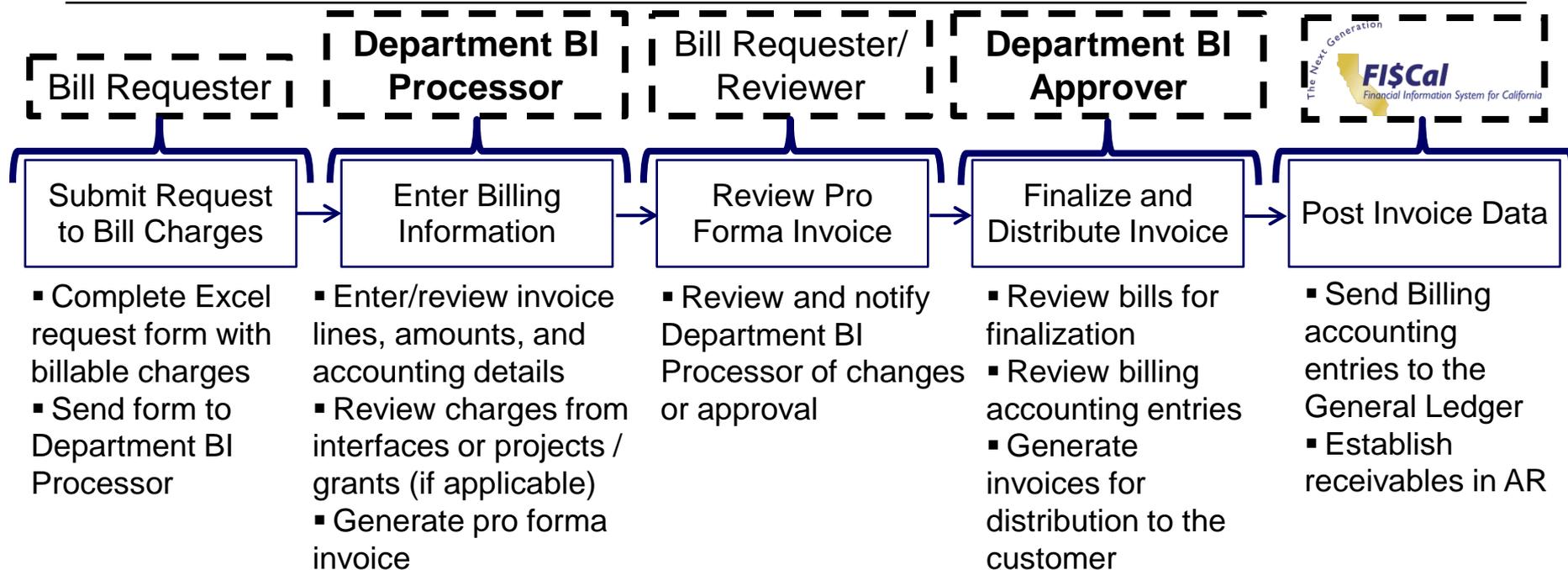
# Generate/Adjust Invoices Roles

FI\$Cal End-User Role	Description
Department BI Processor	The department end user who creates external bills, interagency bills, recurring bills, and Pro Forma (draft) invoices of the bills. The end user will also update billing data, set bills to Ready status, and correct billing interface errors.
Department BI Adjustment Processor	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.
Department BI Approver	The department end user who runs the Finalize and Print Invoice PeopleSoft Job for bills set to Ready status

# Additional BI Department Roles

FI\$Cal End-User Role	Description
BI Reporter	The central and department end user who runs reports on billing data for a Business Unit
BI Viewer	The central and department end user who runs inquiries on billing data for a Business Unit

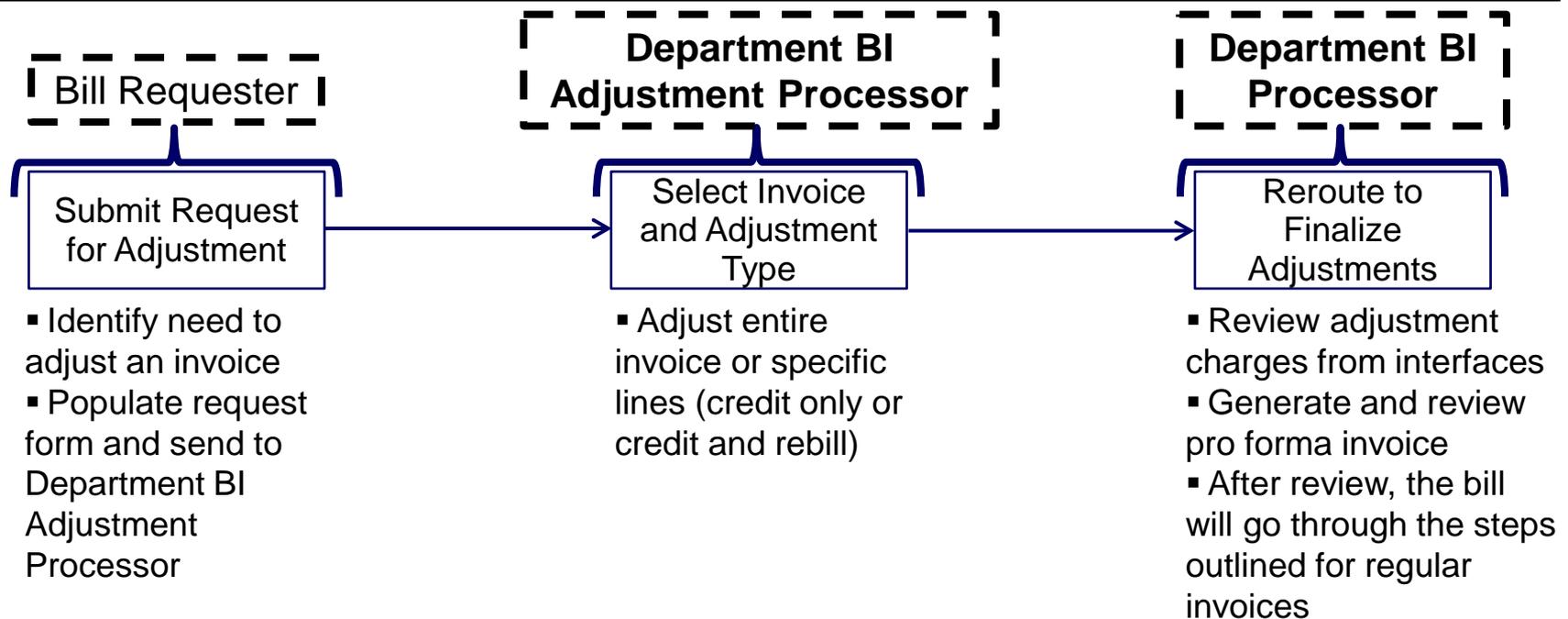
# Generate Invoices Flow



## 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



## 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

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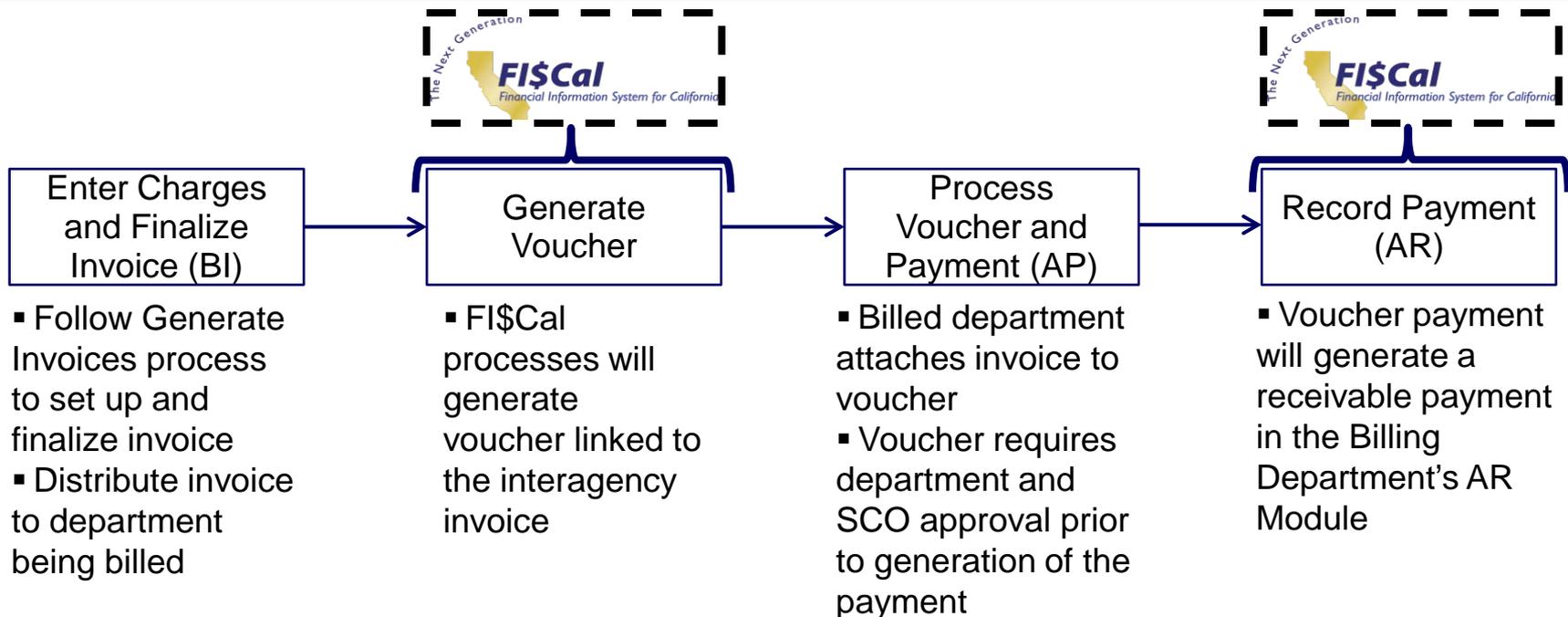
- Interagency bills will be recorded and generated in FI\$Cal for departments that are in FI\$Cal
  - Billing departments:
    - Billing departments in FI\$Cal will set up billed departments as customers. If the billed department is also in FI\$Cal, then the billed department customer will be flagged 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

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- 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

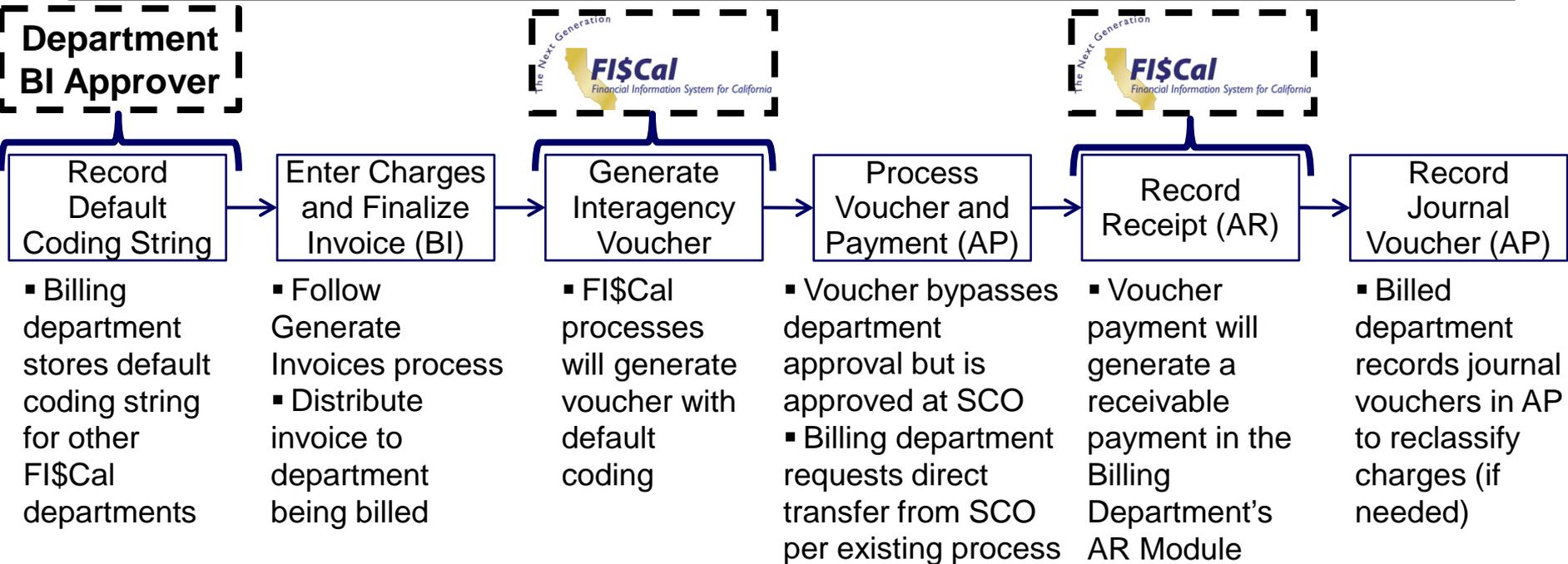
# Interagency Scenario 1A: FI\$Cal Dept. Billing FI\$Cal Dept. – Non-Direct Transfers



## 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

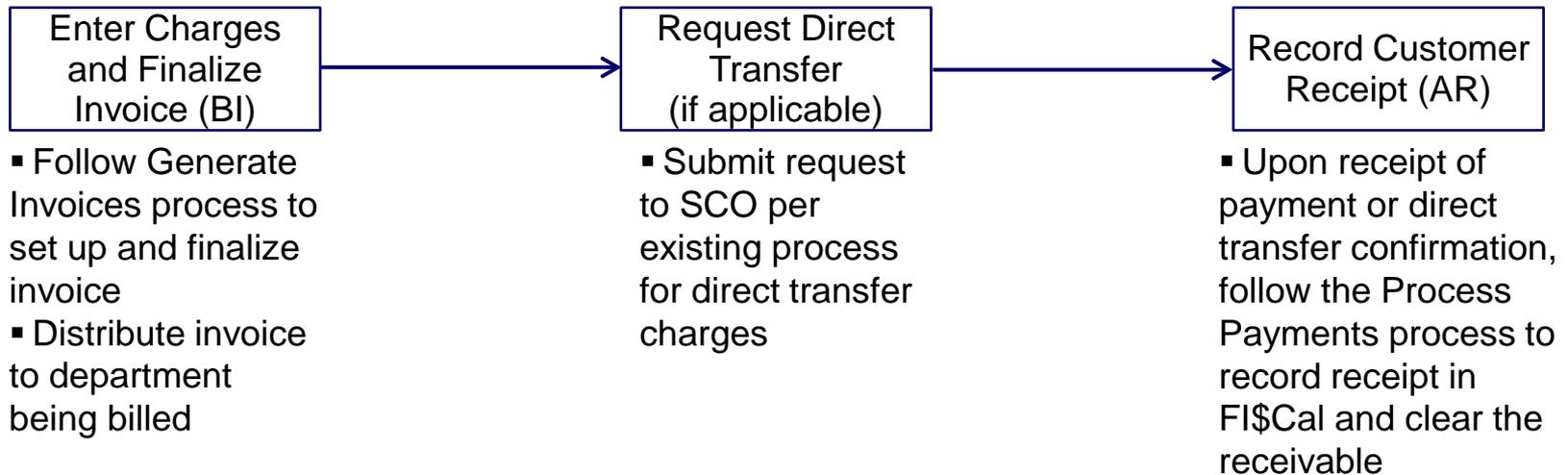
# Interagency Scenario 1B: FI\$Cal Dept. Billing FI\$Cal Dept. – Direct Transfers



## 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.

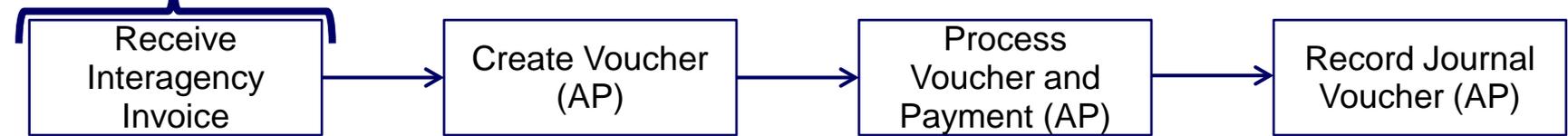


## Key Impacts

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

- 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

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

- 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

[Favorites](#) > [Main Menu](#) > [Billing](#) > [Maintain Bills](#) > [Standard Billing](#)



[Header - Info 1](#) | [Line - Info 1](#)

---

**Unit:** 0820    **Invoice:** NEXT    **Pretax Amt:** 0.000 USD

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<b>Status:</b>	<input type="text" value="NEW"/>	<b>Invoice Date:</b>	<input type="text" value="04/09/2014"/>	<b>Cycle ID:</b>	<input type="text" value="DAILY"/>
<b>*Type:</b>	<input type="text" value="LG"/>	<b>Source:</b>	<input type="text"/>	<b>*Frequency:</b>	<input type="text" value="Once"/>
<b>*Customer:</b>	<input type="text" value="DOJ0800048"/>	<b>SubCust1:</b>	<input type="text"/>	<b>SubCust2:</b>	<input type="text"/>
<i>Tony Stark</i>					
<b>*Invoice Form:</b>	<input type="text" value="SERVHDR"/>	<b>From Date:</b>	<input type="text" value="3/1/2014"/>	<b>To Date:</b>	<input type="text" value="3/31/2014"/>
<b>Accounting Date:</b>	<input type="text" value="04/09/2014"/>	<b>Pay Terms:</b>	<input type="text" value="NET0"/>	<b>Pay Method:</b>	<input type="text" value="Check"/>
<b>Remit To:</b>	<input type="text" value="STATE"/>	<b>Bank Account:</b>	<input type="text" value="175"/>		
<b>Sales:</b>	<input type="text" value="DEFAULT"/>	<b>Bill Inquiry Phone:</b>	<input type="text" value="916-324-5090"/>		
<b>Credit:</b>	<input type="text" value="ANALYST"/>	<b>Collector:</b>	<input type="text" value="DOJREIMB"/>		
<b>Bill:</b>	<input type="text" value="DOJREIMB"/>	<b>Billing Authority:</b>	<input type="text"/>		

Go to: [Header Info 2](#)    [Address](#)    [Copy Address](#)

[Notes](#)    [Express Entry](#)

[Summary](#)    [Bill Search](#)    [Line Search](#)    **Navigation:**

[Page Series](#)  
[Prev](#)    [Next](#)

- 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

[Favorites](#) > [Main Menu](#) > [Billing](#) > [Maintain Bills](#) > [Standard Billing](#)

**FI\$Cal**

[Header - Info 1](#) | [Line - Info 1](#)

Unit: 0820      Bill To: DOJ0800048      Pretax Amt: 300.00 USD  
 Invoice: NEXT      Tony Stark      Max Rows: 5

**Bill Line**      Find | View All      First 1 of 1 Last

Seq:	1	Line:		Net Extended:	300.00
Table:	ID	Identifier:	SERVICES	Description:	Services Provided
Quantity:	3.0000	From Date:	03/01/2014	To Date:	03/31/2014
Unit of Measure:	EA	Line Type:	REV	<input checked="" type="checkbox"/> Accumulate	
Unit Price:	100.0000	Tax Code:		<input type="checkbox"/> Tax Exempt	
Gross Extended:	300.00	Exempt Cert:			
Less Discount:	0.00				
Plus Surcharge:	0.00				
Net Extended:	300.00				
VAT Amount:	0.00				
Tax Amount:	0.00				
Net Plus Tax:	300.00				

## 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

[Favorites](#) > [Main Menu](#) > [Billing](#) > [Maintain Bills](#) > [Standard Billing](#)

**FI\$Cal**

[Header - Info 1](#) | [Line - Info 1](#) | [Acctg - Rev Distribution](#)

Unit: 0820      Bill To: DOJ0800048      Pretax Amt: 300.00 USD      Max Rows: 5

Invoice: LG-00000025      Tony Stark

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**Bill Line** Find | View All    First 1 of 1 Last

Seq: 1      Line:      Net Extended: 300.00  
 Identifier: SERVICES      Description: Services Provided

BI Creates GL Acct Entries

**Bill Line Distribution - Revenue** Personalize | Find | View All | First 1 of 1 Last

[Acctg Information](#) | [Reference Information](#)

Code	Reference	Fund	ENY	Account	Alt Acct	Program	Project	Rptg Struc
		0001	2013	4900000	4900000000			08203000

Percent: 100.00      Amount: 300.00      Gross Extended: 300.00

- 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

FI\$Cal End-User Role	Description
Department BI Processor	The department end user who creates external bills, interagency bills, recurring bills, and Pro Forma (draft) invoices of the bills. The end user will also update billing data, set bills to Ready status, and correct billing interface errors.
Department BI Adjustment Processor	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.
Department BI Approver	The department end user who runs the Finalize and Print Invoice PeopleSoft Job for bills set to Ready status

# Additional BI Department Roles

FI\$Cal End-User Role	Description
BI Reporter	The central and department end user who runs reports on billing data for a Business Unit
BI Viewer	The central and department end user who runs inquiries on billing data for a Business Unit

# Enter and Maintain Receivables Key Terms

Term	Definition
<b>Receivable</b>	A claim against a debtor, such as a person, business, or governmental entity for money owed to the State

# Enter and Maintain Receivables Overview

---

- 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

---

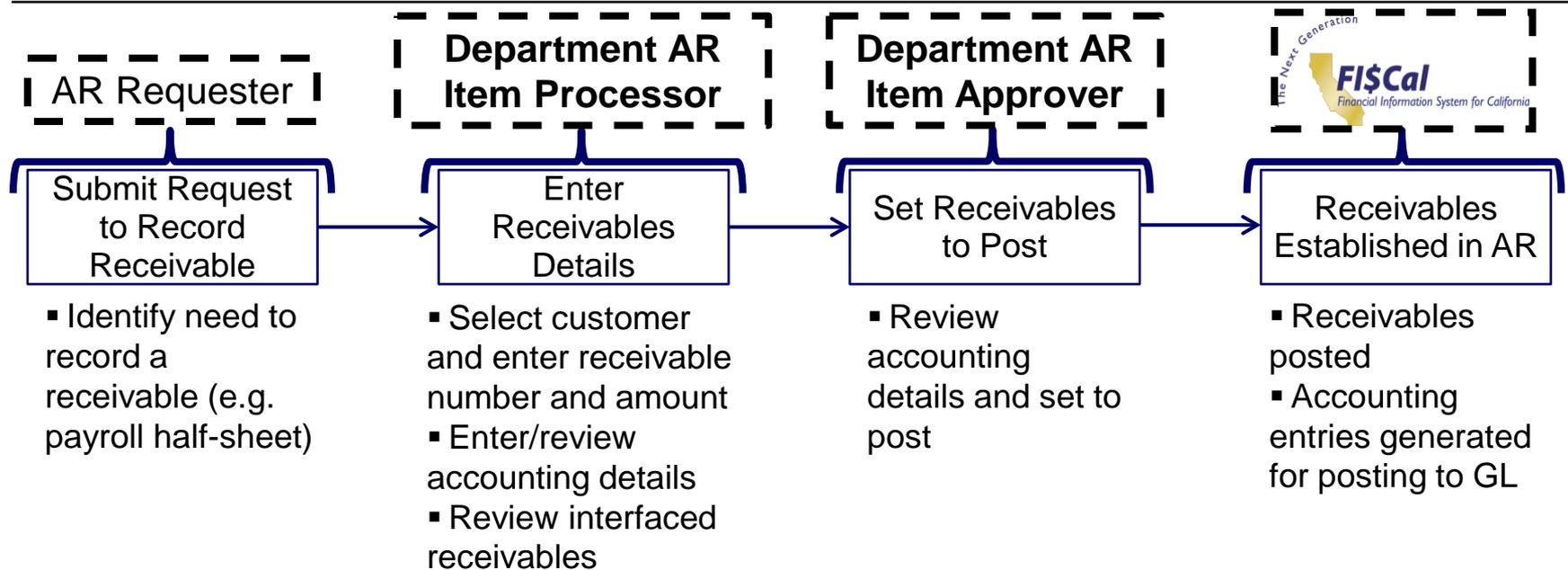
- Departments will still receive employee payroll overpayment information from SCO to set up payroll receivables

# Enter and Maintain Receivables

## Department Roles

FI\$Cal End-User Role	Description
Department AR Item Processor	The department end user who creates a receivable item inside the Accounts Receivable module. This end user will be able to update receivable items but not able to set them to post.
Department AR Item Approver	The department end user who updates receivable items and sets them to post. This role may also correct posting errors for receivable items.
AR Viewer	The central and department end user who runs inquiries on receivable and customer payment data for a business unit
AR Reporter	The central and department end user who runs reports on receivable and customer payment data for a business unit

# 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

**FI\$Cal**

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit: 0820      Group ID: NEXT

\*Accounting Date: 04/09/2014

\*Group Type: B  Billing

\*Origin ID: OBILL  Online AR

Control Totals			
Control:	550.00	*Count:	1
Entered:	0.00	Count:	1
Difference:	550.00	Count:	-1
Posted:	0.00	Count:	0

Control Data			
*Received:	04/09/2014 <input type="text"/>	*Entered:	04/09/2014 <input type="text"/>
Posted:		Assign:	Z_DEPT_AF <input type="text"/>
Assign:		User:	Z_DEPT_AR_ITEM_PROC

Group Status			
Edit Status:	Edited	Accounting Entries:	Not Balanced
Balanced:	No	Posting Action:	Do Not Post
Posting Status:	Not Posted		

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

**FI\$Cal**

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit: 0820      Group ID: NEXT

**Pending Item Entry** Find | View All    First 1 of 1 Last

*Acctg Date:	<input type="text" value="04/09/2014"/>	*As Of Date:	<input type="text" value="04/09/2014"/>	Sequence:	1
*Item ID:	<input type="text" value="SWTITEM0001"/>	Line:	<input type="text"/>	<input type="button" value="Copy Line"/>	
*Business Unit:	<input type="text" value="0820"/>	*Customer:	<input type="text" value="DOJ0800048"/>	Tony Stark	
SubCust1:	<input type="text"/>	SubCust2:	<input type="text"/>		
Amount:	<input type="text" value="550.00"/>	*Currency:	<input type="text" value="USD"/>		
*Entry Type:	<input type="text" value="DR"/>	Reason:	<input type="text" value="BA"/>	*AR Dist	<input type="text" value="AR-REVENUE"/>
Rate Type:	<input type="text"/>	<input checked="" type="checkbox"/> Revalue Flg			
Exchange Rate:	<input type="text" value="1.00000000"/>				

**Payment Terms**

Terms:	<input type="text" value="NET30"/>	Due Date:	<input type="text"/>	Due Days:	<input type="text"/>
Disc Amt:	<input type="text"/>	Disc Date:	<input type="text"/>	Disc Days:	<input type="text"/>
Disc Amt 1:	<input type="text"/>	Disc Date 1:	<input type="text"/>	<input type="checkbox"/> Always Allow Discount	

**Reference Information**

PO Ref:	<input type="text"/>	PO Line:	<input type="text"/>	BOL:	<input type="text"/>
Order No:	<input type="text"/>	Document:	<input type="text"/>	Line Item:	<input type="text"/>
Contract:	<input type="text"/>	L/C ID:	<input type="text"/>	Case No:	<input type="text"/>

- 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

**FI\$Cal**

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

Group Unit: 0820      Group ID: NEXT

**Pending Item Entry** Find | View All    First ◀ 1 of 1 ▶ Last

Item ID:	SWTITEM0001	Line:	<input type="button" value="+"/> <input type="button" value="-"/>
Business Unit:	0820	Customer:	DOJ0800048
Amount:	550.00	Currency:	USD
SubCust1:		SubCust2:	

**Consolidated Invoice**

Unit:

Invoice:

**User Amounts**

1:

2:

3:

4:

5:

6:

7:

8:

**User Date**

Pay Period:

Refund Request:

Sent to FTB 1:

Sent to FTB 2:

**User Text**

1:

2:

3:

4:

5:

**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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Pending Items](#) > [Online Items](#) > [Group Entry](#)

**FI\$Cal**

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | **[Accounting Entries](#)** | [Group Action](#)

Group Unit: 0820      Group ID: 365

**Accounting Entries** Find | View All    First 1 of 1 Last

Item ID: SWTITEM0001      Line:      Entry Type: DR      Reason: BA  
 Bus. Unit: 0820      Customer: DOJ0800048      SubCust1:  
 Amount: 550.00      Currency: USD      SubCust2:

Accounting Entries: Complete      Display Totals:

**Distribution Lines** Personalize | Find | View All | First 1-2 of 2 Last

Line	GL Unit	Ledger Grp	Ledger	*Type	Amount	Reference	Fund	ENY	*Account	AI
2	0820	MODACCRL	MODACCRL	User	-550.00		0001	2013	4122600	4
102	0820	MODACCRL	MODACCRL	AR	550.00		0001		1100100	1

Lines: 2      DR: 550.00      Currency: USD      CR: 550.00      Currency: USD      Net: 0.000

## 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

## Department Roles

FI\$Cal End-User Role	Description
Department AR Item Processor	The department end user who creates a receivable item inside the Accounts Receivable module. This end user will be able to update receivable items but not able to set them to post.
Department AR Item Approver	The department end user who updates receivable items and sets them to post. This role may also correct posting errors for receivable items.
AR Viewer	The central and department end user who runs inquiries on receivable and customer payment data for a business unit
AR Reporter	The central and department end user who runs reports on receivable and customer payment data for a business unit

# Process Payments Key Terms

<b>Term</b>	<b>Definition</b>
<b>Bank Deposit</b>	Monies received by the departments and placed into the Treasurer's account at an approved depository bank within the Centralized Treasury System
<b>System Deposit</b>	A system transaction consisting of one or more customer payments used for balancing and processing purposes
<b>Receivable Payment</b>	A receipt that is meant to be applied to a customer's open receivable balance
<b>Miscellaneous Receipt</b>	A customer payment that is not related to an open receivable. Referred to as a Direct Journal Payment in FI\$Cal.

# Process Payments Key Terms

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

# 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

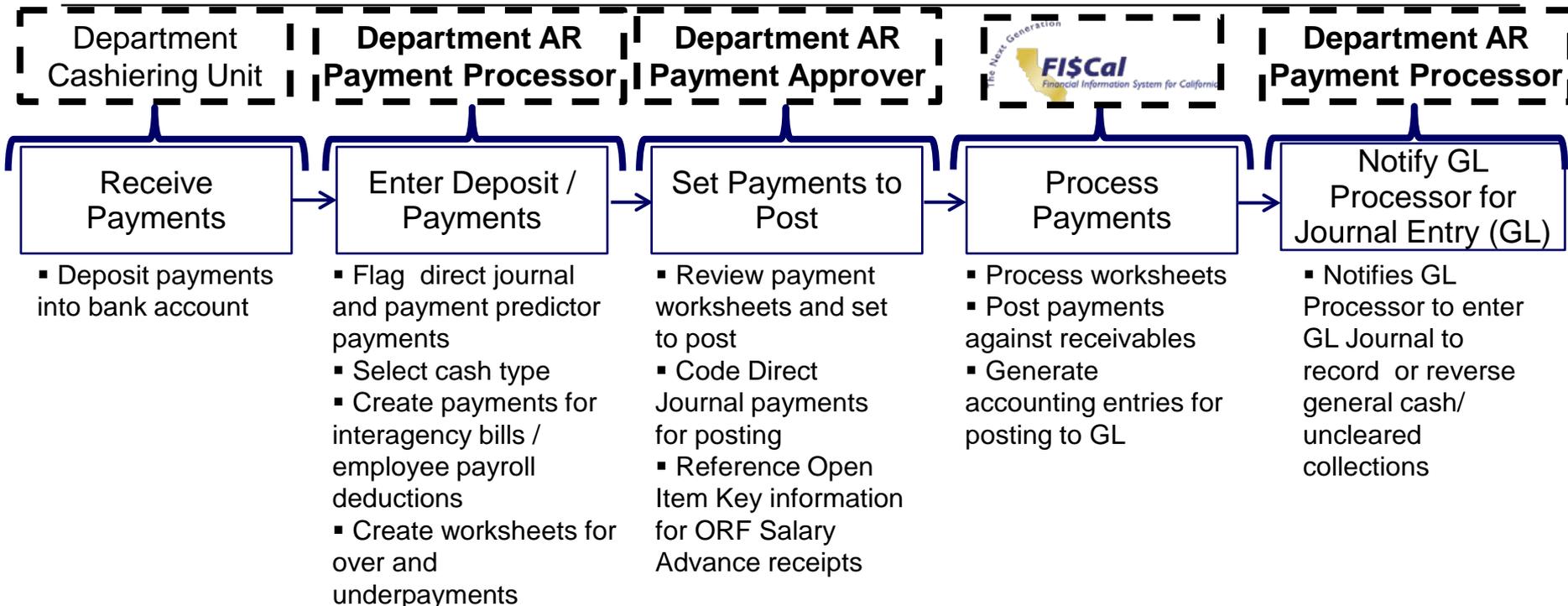
# Process Payments Department Roles

FI\$Cal End-User Role	Description
Department AR Payment Processor	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).
Department AR Payment Approver	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.

# Process Payments Department Roles

FI\$Cal End-User Role	Description
AR Viewer	The central and department end user who runs inquiries on receivable and customer payment data for a business unit
AR Reporter	The central and department end user who runs reports on receivable and customer payment data for a business unit

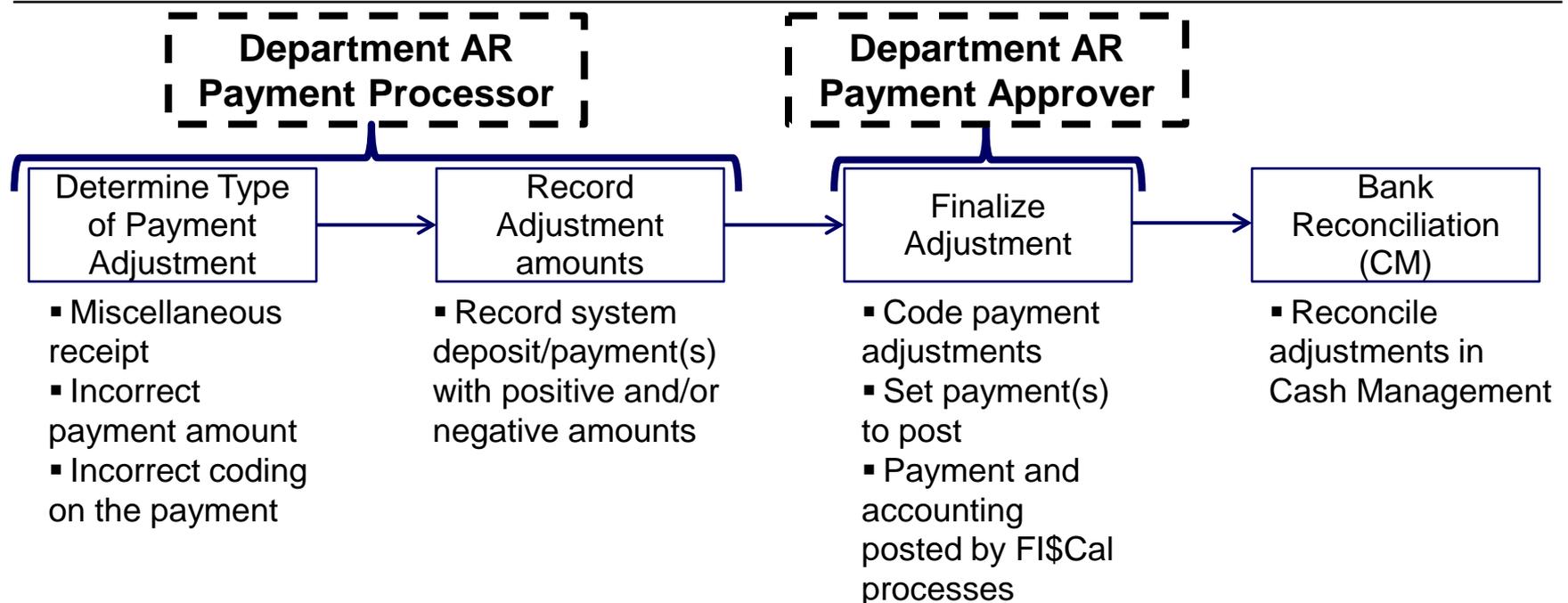
# Process Payments



## 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)

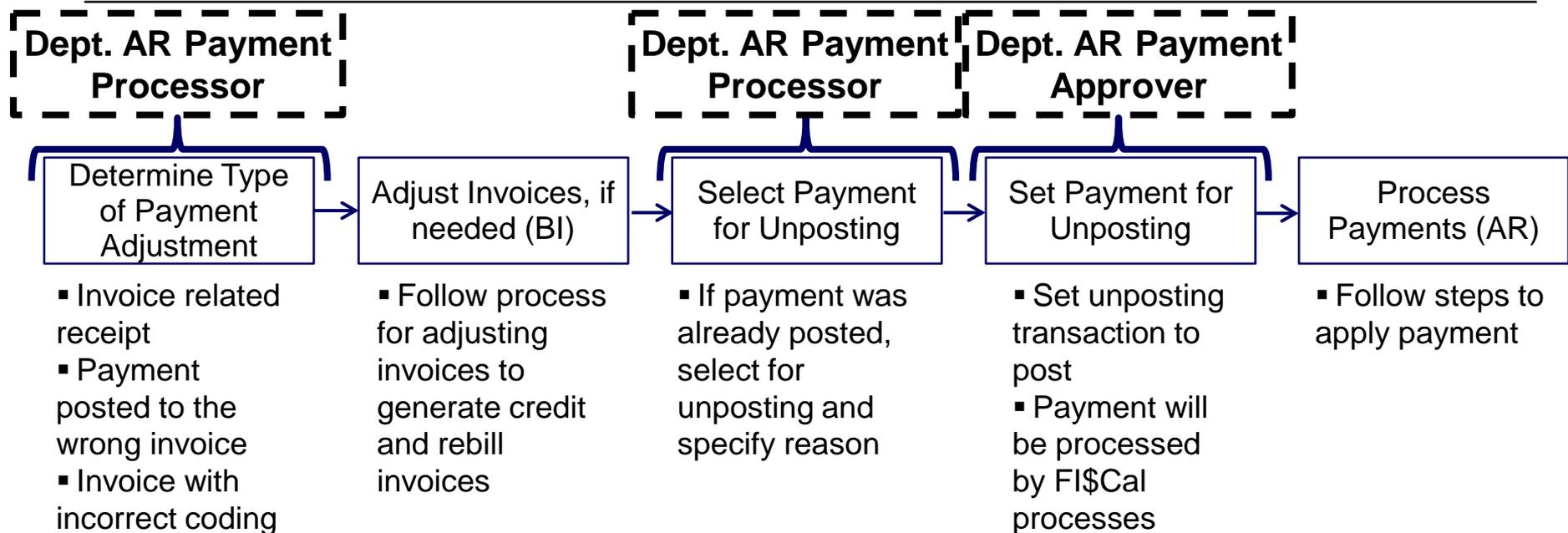
# Payment Adjustments – Misc. Receipts



## 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

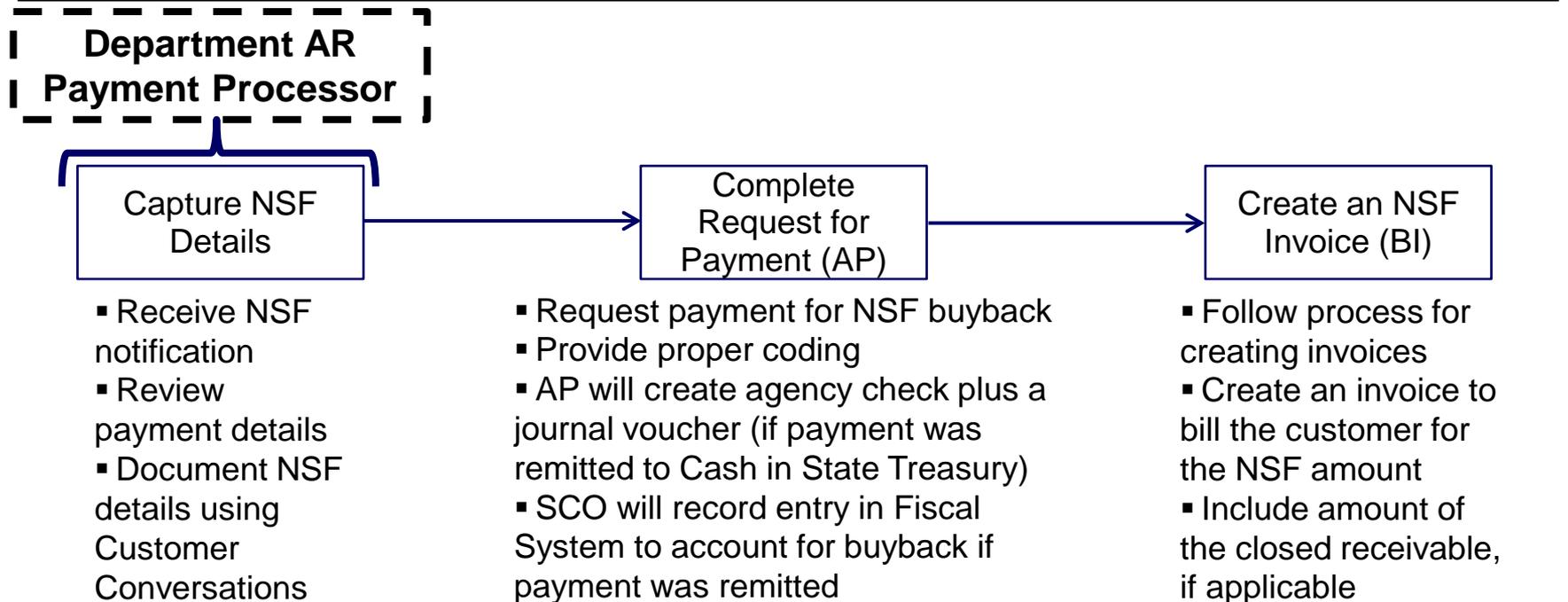
# Payment Adjustments – Receivables



## 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

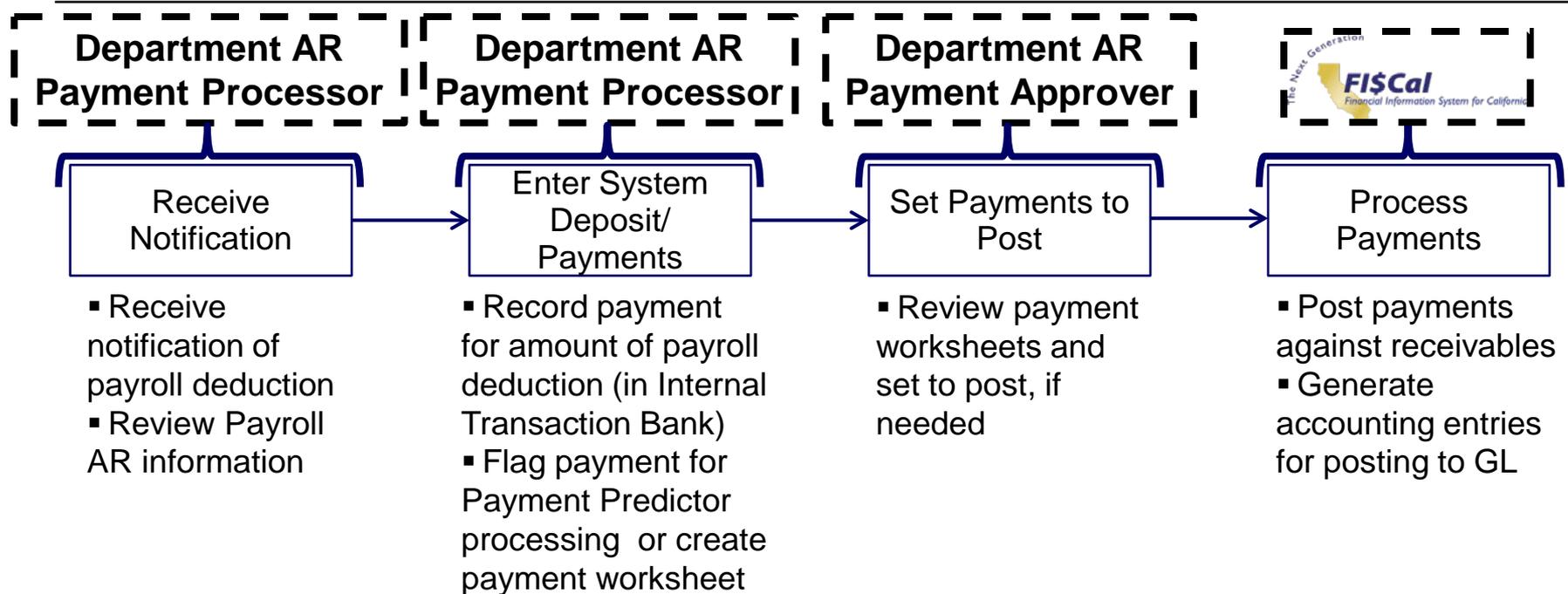
# Process NSF Payments



## 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

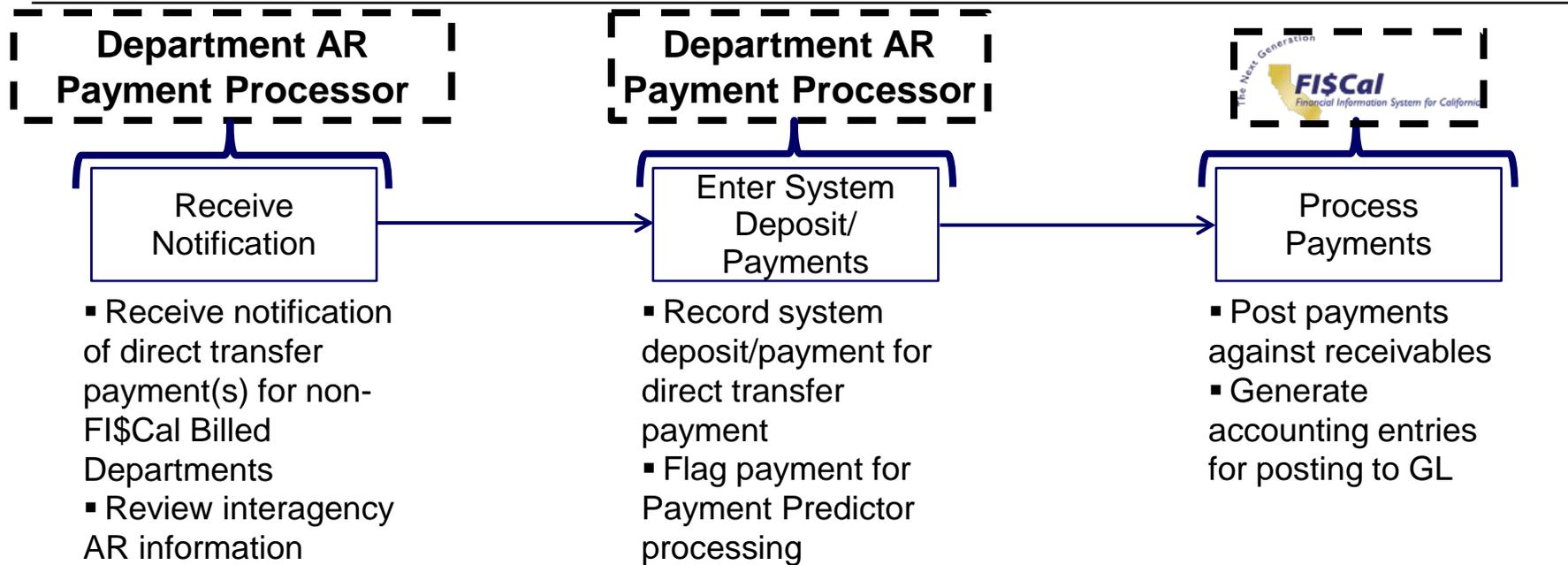
# Process Payroll Deduction Payments



## 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

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Payments ▾ > Online Payments ▾ > Regular Deposit

**FI\$Cal**

Totals Payments

Unit: 0820      Deposit ID: NEXT     

\*Accounting Date:

\*Bank Code:   State Bank

\*Bank Account:   175

\*Deposit Type:   Regular

Bank Deposit Number:

Control Currency:

Format Currency:

Rate Type:

Exchange Rate:

Identifier:

Control Totals			
Control Total Amount:	<input type="text" value="750.00"/>	*Count:	<input type="text" value="1"/>
Entered Total Amount:	0.00	Count:	1
Difference Amount:	0.00	Count:	-1
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	0.00	Count:	0

Control Data	
*Received:	<input type="text" value="04/09/2014"/> <input type="button" value="B1"/>
*Entered:	<input type="text" value="04/09/2014"/> <input type="button" value="B1"/>
Posted:	
Assigned:	<input type="text" value="Z_FUNC_SUPER_USER"/> <input type="button" value="Q"/>
User:	Z_FUNC_SUPER_USER

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Online Payments](#) > [Regular Deposit](#)

**FI\$Cal**

[Totals](#) | [Payments](#)

Unit: 0820    Deposit ID: NEXT    Date: 04/09/2014    Balance: Not Balanced

**Payment Information**    [Find](#) | [View All](#)    First 1 of 1 Last

Payment Seq: 1    \*Payment ID: SWTPAY1001    \*Accounting Date: 04/09/2014

Amount: 550.00    Currency: USD

Rate Type: CRRNT    Exchange Rate: 1.00000000

Payment Predictor     Journal Directly     Range of References

Payment Method: Check    [Attachments \(0\)](#)

**Additional Payment Information**    [Find](#) | [View All](#)    First 1 of 1 Last

Payment Method: Check    Reference Number: 1254     Received by SCO

Cash Type: Gen Cash    City Code:

Check Date: 04/09/2014    County Code:

Description:    Tax Amount:

Notes

**Customer Information**    [Find](#)    First 1 of 1 Last

Customer ID: DOJ0800048    Business Unit: 0820

Remit From: DOJ0800048    Remit SetID: 0820

Name: Tony Stark

**Detail References**

**Reference Information**    [Personalize](#) | [Find](#) | [View All](#)    First 1 of 1 Last

Qual Code	Reference	To Reference
1	SWTITEM0001	

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Online Payments](#) > [Regular Deposit](#)

**FI\$Cal**

[Totals](#) | [Payments](#)

Unit: 0820    Deposit ID: 159    Date: 04/09/2014    Balance: Not Balanced

**Payment Information**    [Find](#) | [View All](#)    First 2 of 2 Last

Payment Seq: 2    \*Payment ID: MISCPAY2001    \*Accounting Date: 04/09/2014

Amount: 200.00    Currency: USD

Rate Type: CRRNT    Exchange Rate: 1.00000000

Payment Predictor     Journal Directly     Range of References

Payment Method: Check    [Attachments \(0\)](#)

**Additional Payment Information**    [Find](#) | [View All](#)    First 1 of 1 Last

Payment Method: Cash    Reference Number:     Received by SCO

Cash Type: Gen Cash    City Code:

Check Date:    County Code:

Description:    Tax Amount:

Notes

**Customer Information**    [Find](#)    First 1 of 1 Last

Customer ID: DOJ0800028    Business Unit: 0820

Remit From: DOJ0800028    Remit SetID: 0820

Name: Philip J. Fry

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Create Worksheet](#)

**FI\$Cal**

### Payment Worksheet Selection

Deposit Unit: 0820      Payment ID: SWTPAY1001       Payment Predictor  
 Deposit ID: 159      Payment Amount: 550.00 USD  
 Deposit Status: None Applied      Payment Status: Identified

---

**Customer Criteria**

Customer Criteria:       Customer Reference      Find | View All      First 1 of 1 Last

Customer ID: DOJ0800048      Business Unit: 0820  
 Name: Tony Stark  
 Remit SetID: 0820      Remit From ID: DOJ0800048  
 Corporate SetID: 0820      Corporate ID: DOJ0800048  
 MICR ID:       Link MICR

---

**Reference Criteria**

Reference Criteria:       Item Reference      Personalize | Find | View All |  |       First 1 of 1 Last

Restrict to:       Qual Code      Reference      To Reference  
 Match Rule:            

---

**Item Inclusion Options**

All Items       Deduction Items Only       Items in Dispute Only  
 Exclude Deduction Items       Exclude Collection Items       Exclude Dispute Items

---

**Worksheet Action**

           Created at:      Items: 0

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Update Worksheet](#)

**FI\$Cal**

**Payment Worksheet Application**

Deposit Unit: 0820    Deposit ID: 159    Payment ID: SWTPAY1001    Payment Sequence: 1  
 Payment Accounting Date: 04/09/2014    Payment Currency: USD

**Item Action**  
 Entry Type:     Reason:

**Item Display Control**  
 Display:    

**Row Selection**  
 Choice:     Range:    

**Row Sorting**  
 Sort All By:    

**Item List**    Personalize | Find | View All |  |     First 1 of 1 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt		
	1	<input checked="" type="checkbox"/>	550.00	USD	SWTITEM0001	<input type="text"/>	0820	DOJ08000	PY	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="button" value="+"/>	<input type="button" value="-"/>

   Revenue Distribution    Add Conversation    Letter of Credit ID:

**Balance**

Amount:	550.00	Remaining:	0.00	Unearned:	0.00
Selected:	550.00	Discount:	0.00	Earned:	0.00
Adjusted:	0.00	Write Off:	0.00		

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Direct Journal Payments](#) > [Create Accounting Entries](#)

**FI\$Cal**

[Accounting Entries](#) | [Deposit Control](#)

Unit: 0820      Deposit ID: 159      Payment: MISCPAY2001      Seq: 2

Amount: 200.00 USD

Complete      Entry Event:

Budget Status:

[Distribution Lines](#)      Personalize | Find | View All | First 1 of 1 Last

ChartFields	Currency Details	Budget	Journal Reference Information						
Distribution Sequence	*GL Unit	Speed Type	Line Amount	Currency	Reference	Fund	ENY	*Account	Alt Acct
1	1 0820	Speed Type	-200.00	USD		0001	201	4144500	4144500000

**Total**  
 Lines: 1    Total Debits: 0.00    Currency: USD    Total Credits: 200.00    Currency: USD    Net: -200.00

## 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

[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Direct Journal Payments](#) > [Create Accounting Entries](#)

**FI\$Cal**

[Accounting Entries](#) | [Deposit Control](#)

Unit: 0820      Deposit ID: 159      Payment: MISCPAY2001      Seq: 2

Amount: 200.00 USD

Complete      Entry Event:

Budget Status:

[Distribution Lines](#)      Personalize | Find | View All |  |       First 1-2 of 2 Last

Distribution Sequence	GL Unit	Speed Type	Line Amount	Currency	Reference	Fund	ENY	Account	Alt Acct	Progr
1	1 0820	Speed Type	-200.00	USD		0001	2013	4144500	4144500000	
2	2 0820	Speed Type	200.00	USD		0001		1109300	0000000000	

**Total**

Lines: 2    Total Debits: 200.00    Currency: USD    Total Credits: 200.00    Currency: USD    Net: 0.00

## 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

FI\$Cal End-User Role	Description
Department AR Payment Processor	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).
Department AR Payment Approver	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.

# Process Payments Department Roles

FI\$Cal End-User Role	Description
AR Viewer	The central and department end user who runs inquiries on receivable and customer payment data for a business unit
AR Reporter	The central and department end user who runs reports on receivable and customer payment data for a business unit

# Collect Receivables Key Terms

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

# Collect Receivables Key Terms

Term	Definition
<b>Receivables Maintenance Worksheet</b>	System functionality used to apply credit and debit receivables against each other, initiate customer credit balance refunds, and process write-offs
<b>Refunds</b>	A credit balance that is paid back to a customer

# Collect Receivables Overview

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- 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

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- 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

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- 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

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- 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

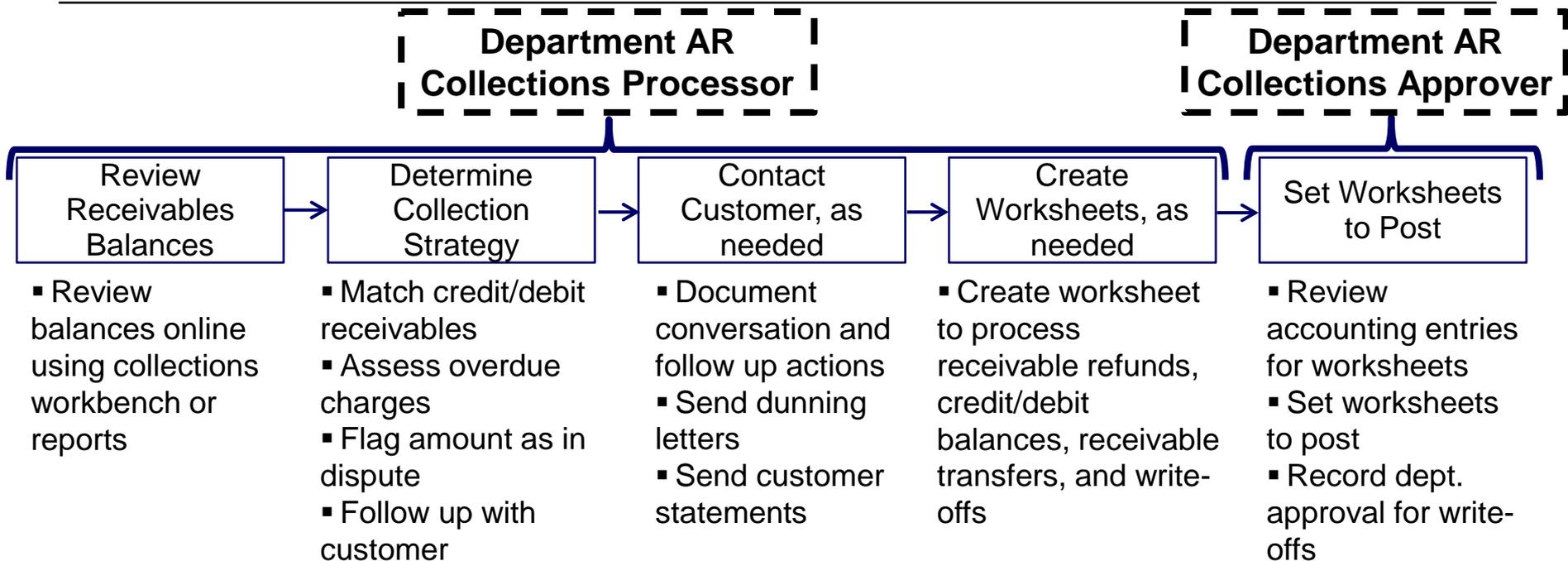
# Collect Receivables Department Roles

FI\$Cal End-User Role	Description
Department AR Collections Processor	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.
Department AR Collections Approver	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.

# Collect Receivables Department Roles

FI\$Cal End-User Role	Description
AR Viewer	The central and department end user who runs inquiries on receivable and customer payment data for a business unit
AR Reporter	The central and department end user who runs reports on receivable and customer payment data for a business unit

# Collect Receivables – General

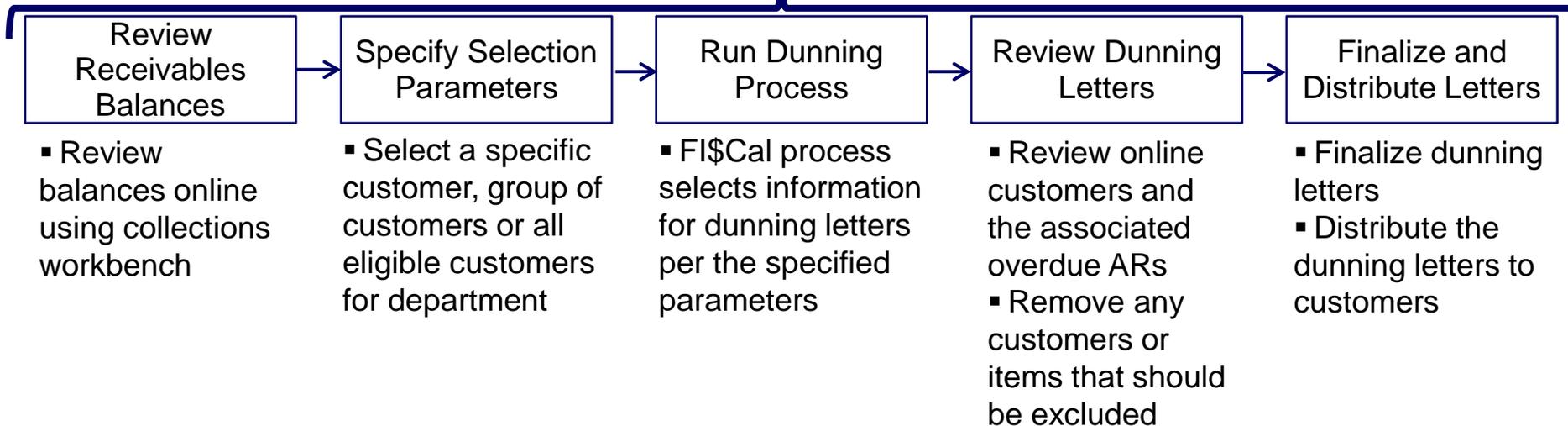


## Key Impacts

- 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

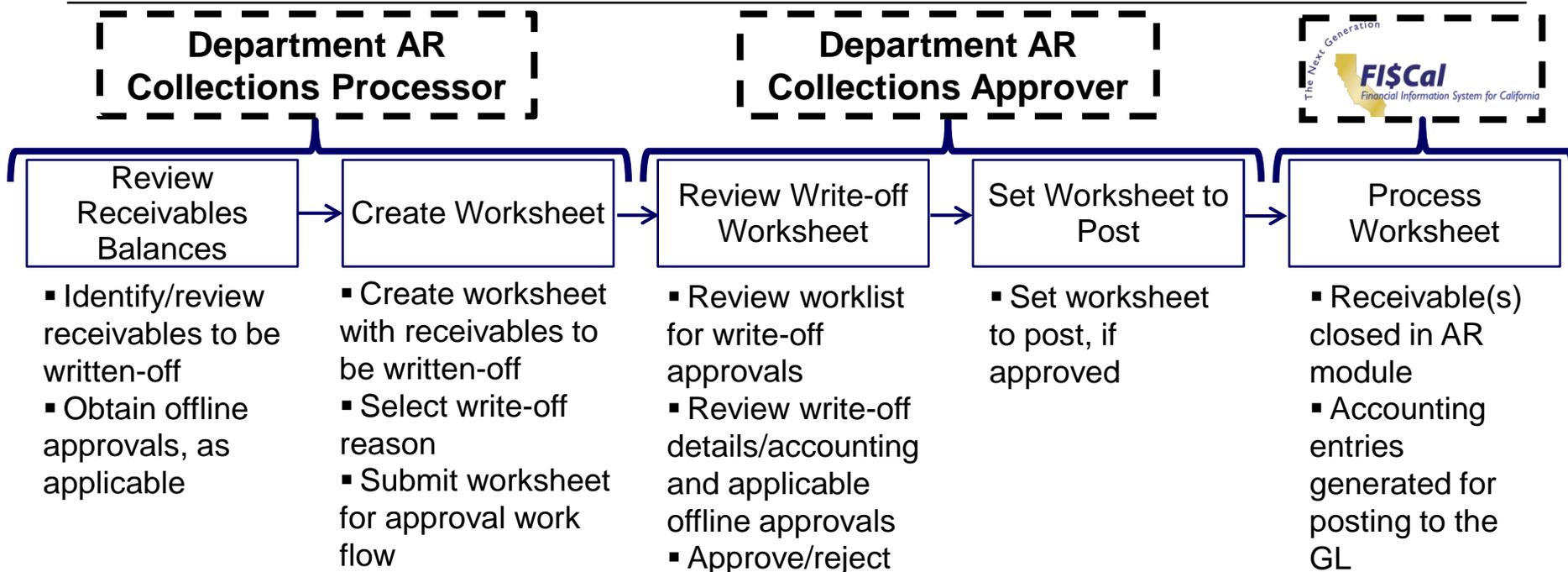
## Department AR Collections Processor



### 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

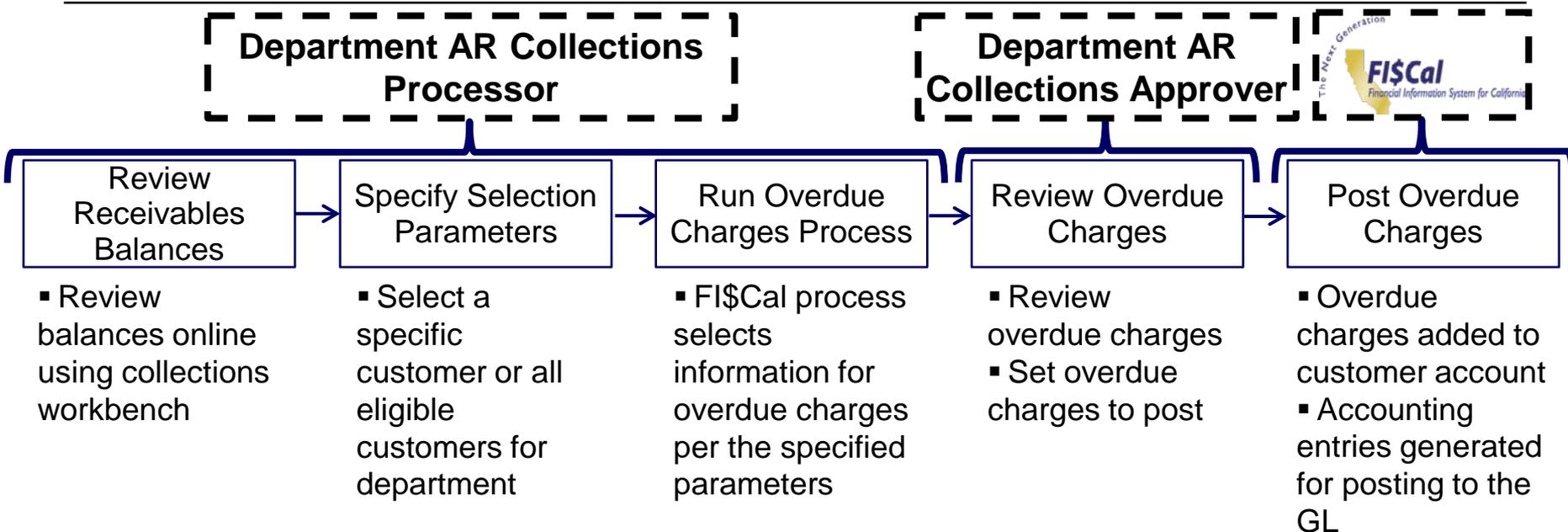
# Process Write-offs



## 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.

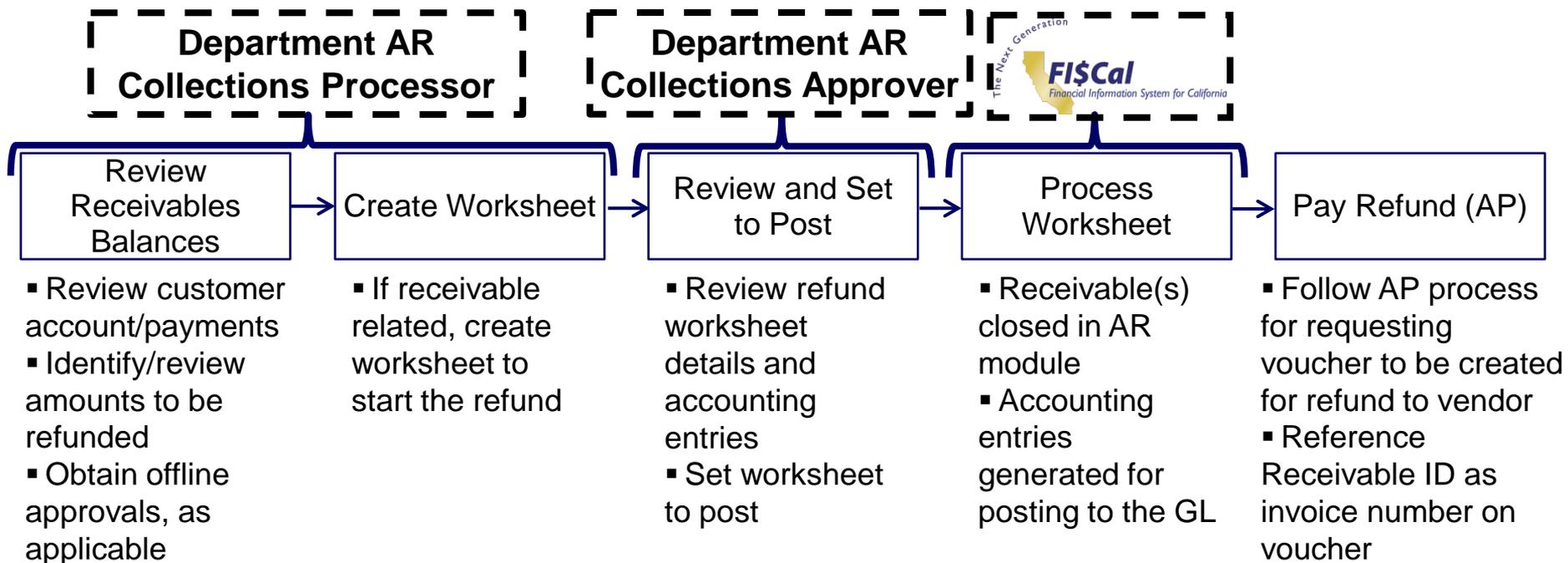
# Assess Overdue Charges



## 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

FI\$Cal End-User Role	Description
Department AR Collections Processor	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.
Department AR Collections Approver	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.

# Collect Receivables Department Roles

FI\$Cal End-User Role	Description
AR Viewer	The central and department end user who runs inquiries on receivable and customer payment data for a business unit
AR Reporter	The central and department end user who runs reports on receivable and customer payment data for a business unit

# Technology Considerations – Conversions

<b>Conversion</b>	<b>Definition</b>
<b>Customers</b>	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.
<b>Open Receivables</b>	Open/outstanding Receivables that have a date prior to June 30th within their legacy systems.

# Technology Considerations – Interfaces

Interface	Definition
<b>Inbound Billable Charges</b>	<p>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.</p> <p>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).</p>

# Technology Considerations – Interfaces

Interface	Definition
<b>Customer Receipts</b>	<p>This inbound interface will create deposits and customer payments by importing receipt information from interface files provided by Departments into FI\$Cal.</p> <p>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).</p> <p>Types of Transactions</p> <ol style="list-style-type: none"> <li>1. Receipts for outstanding receivables</li> <li>2. Miscellaneous Receipts</li> </ol>

# Technology Considerations – Interfaces

Interface	Definition
<b>Inbound AR Item Interface</b>	<p>This inbound interface allows departments to upload open items such as receivables and credit memos into the Accounts Receivable module.</p> <p>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).</p>

# Technology Considerations – Interfaces

Interface	Definition
<b>Customer ID Extract</b>	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.

# Technology Considerations – Interfaces

Interface	Definition
<b>Outbound Accounts Receivable Extract</b>	<p>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.</p>

# Next Steps

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- 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

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- 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

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- 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

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FI\$Cal Project Information:

<http://www.fiscal.ca.gov/>

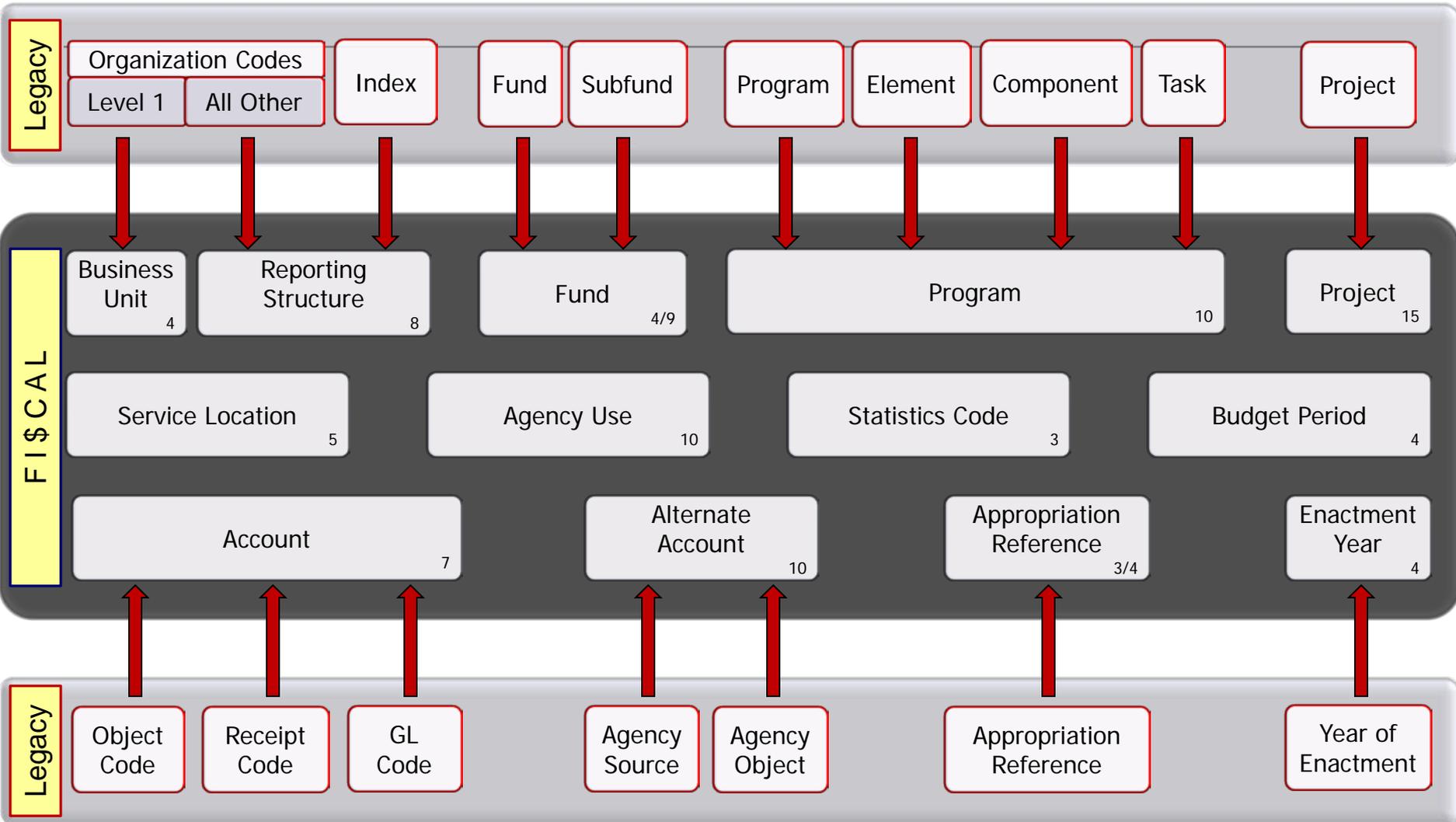
or e-mail the FI\$Cal Project Team at:

[fiscal.cmo@fiscal.ca.gov](mailto:fiscal.cmo@fiscal.ca.gov)

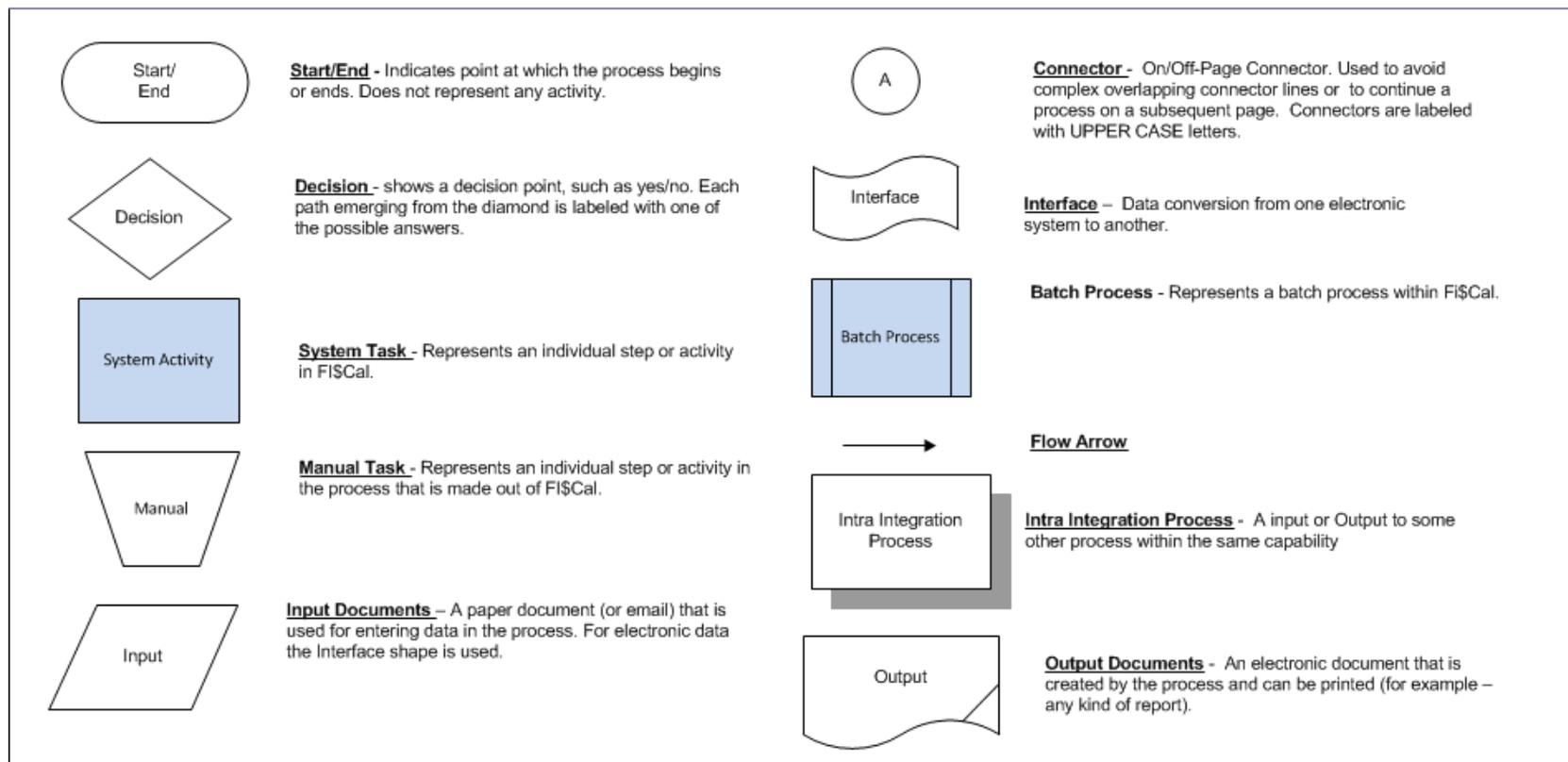
# Appendix

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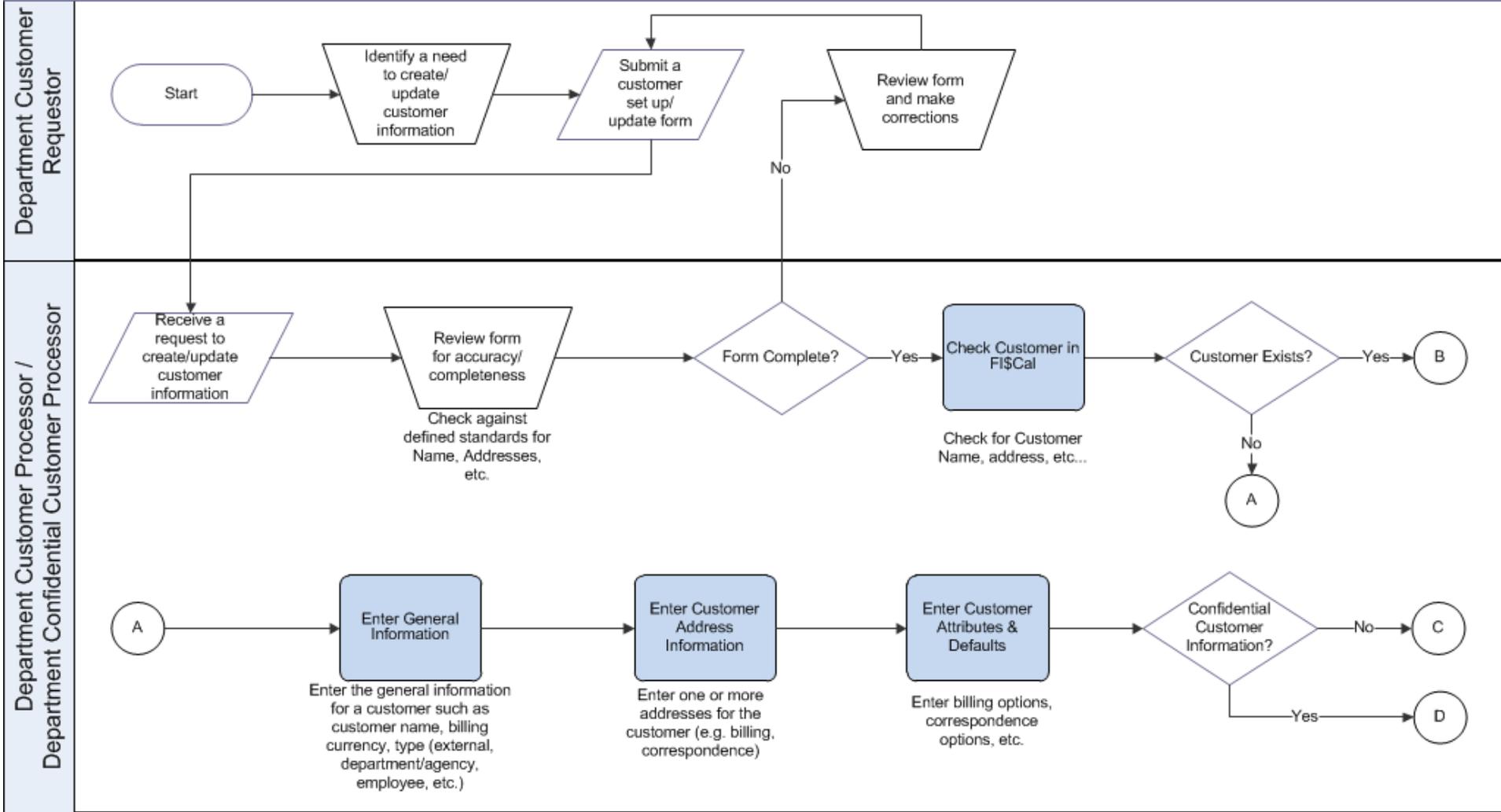
# ChartField / UCM Codes Cross-reference



# Guide to Symbols in Flows

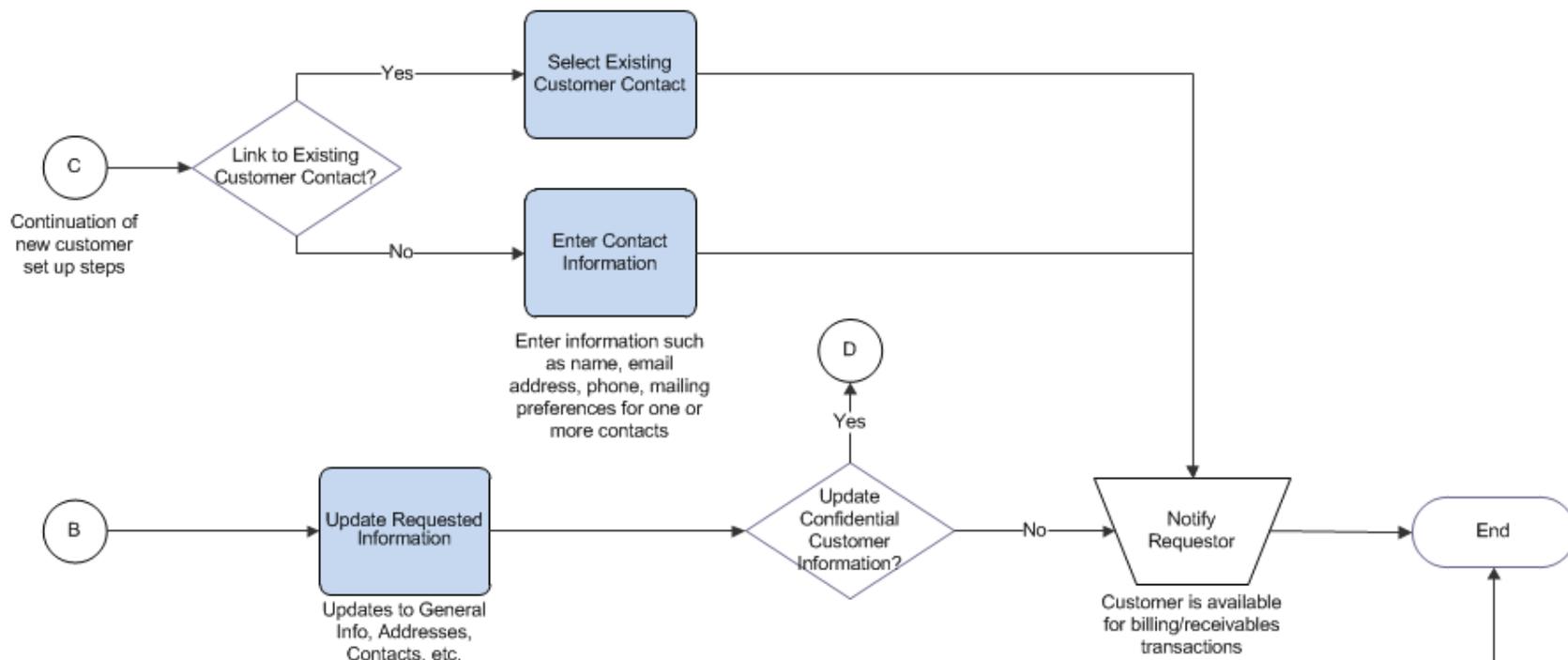


# AR1 – Set up and Maintain Customers

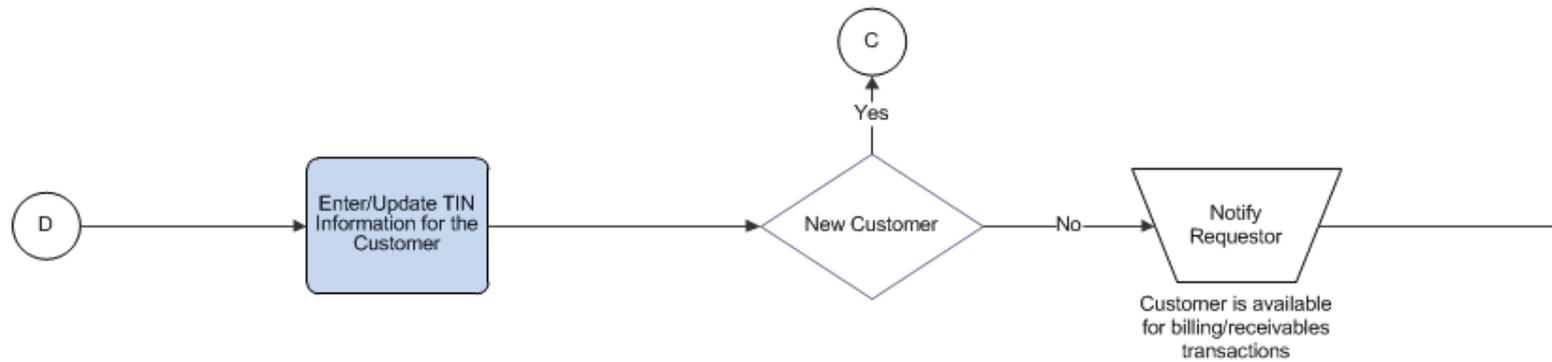


# AR1 – Set up and Maintain Customers (Cont'd)

Department Customer Processor / Department Confidential Customer Processor

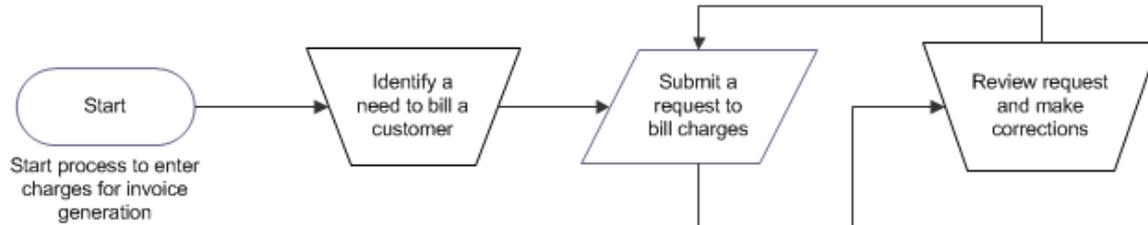


Department Confidential Customer Processor

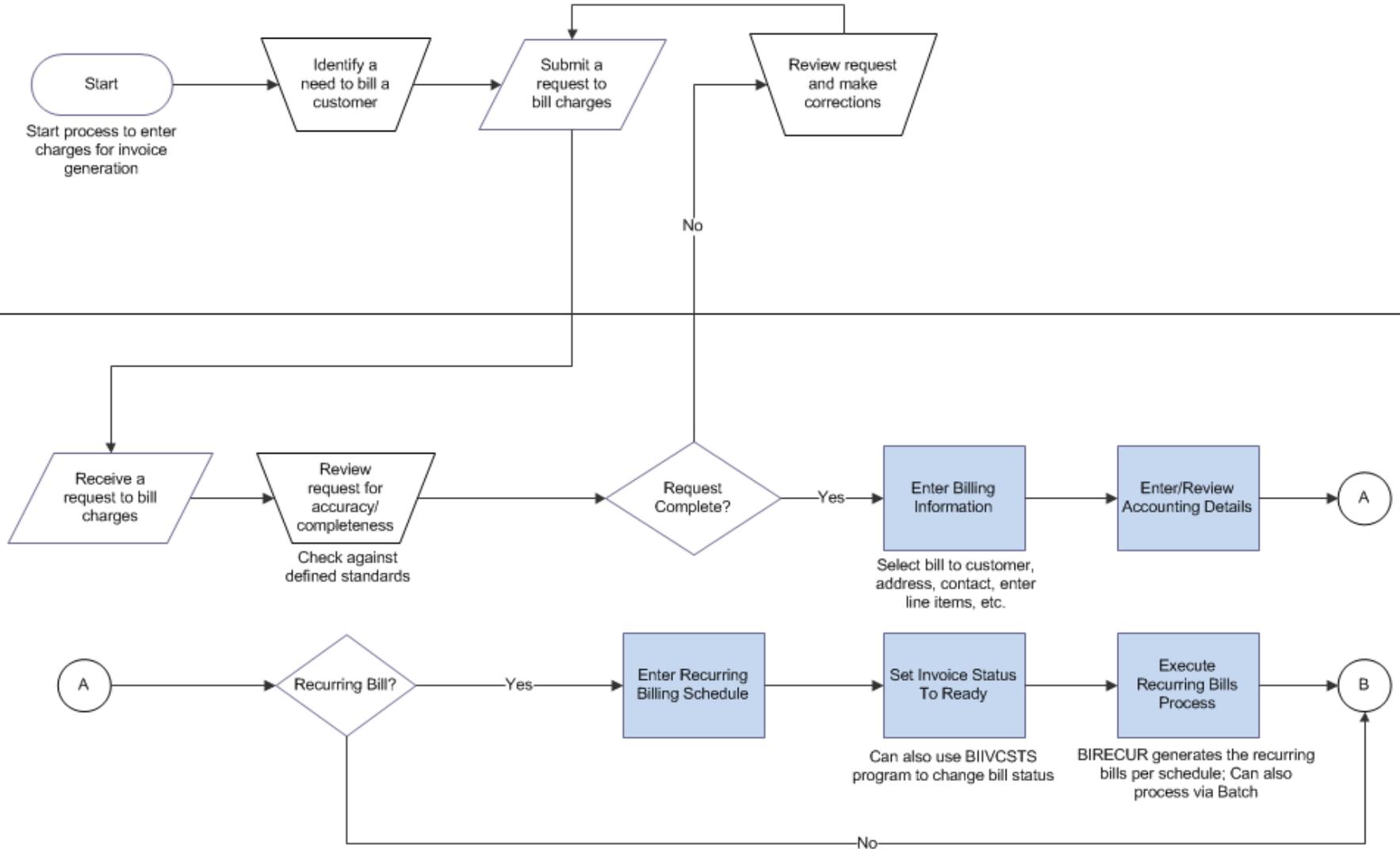


# AR2 – Generate and Adjust Invoices – Enter Billable Charges

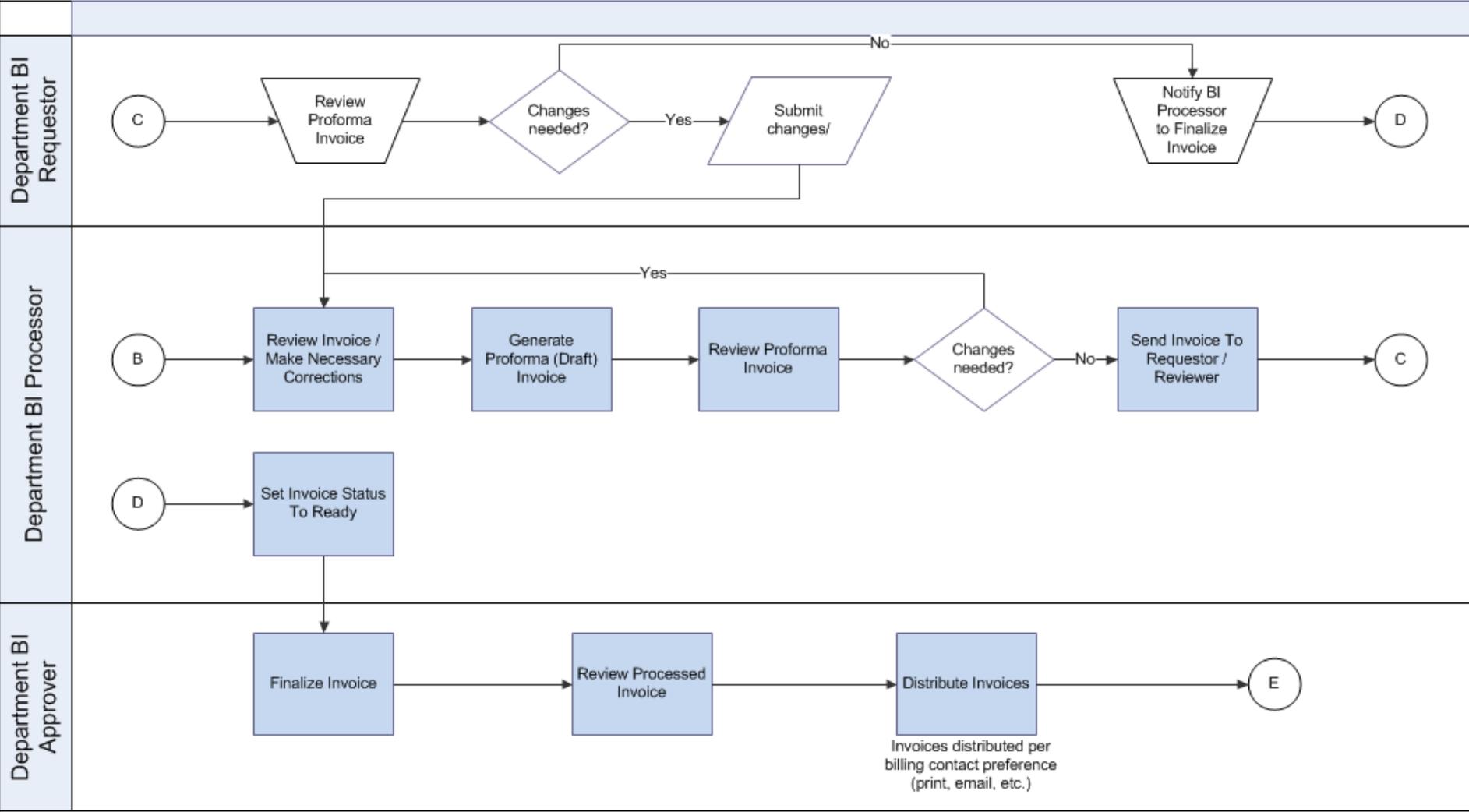
Department BI Requestor



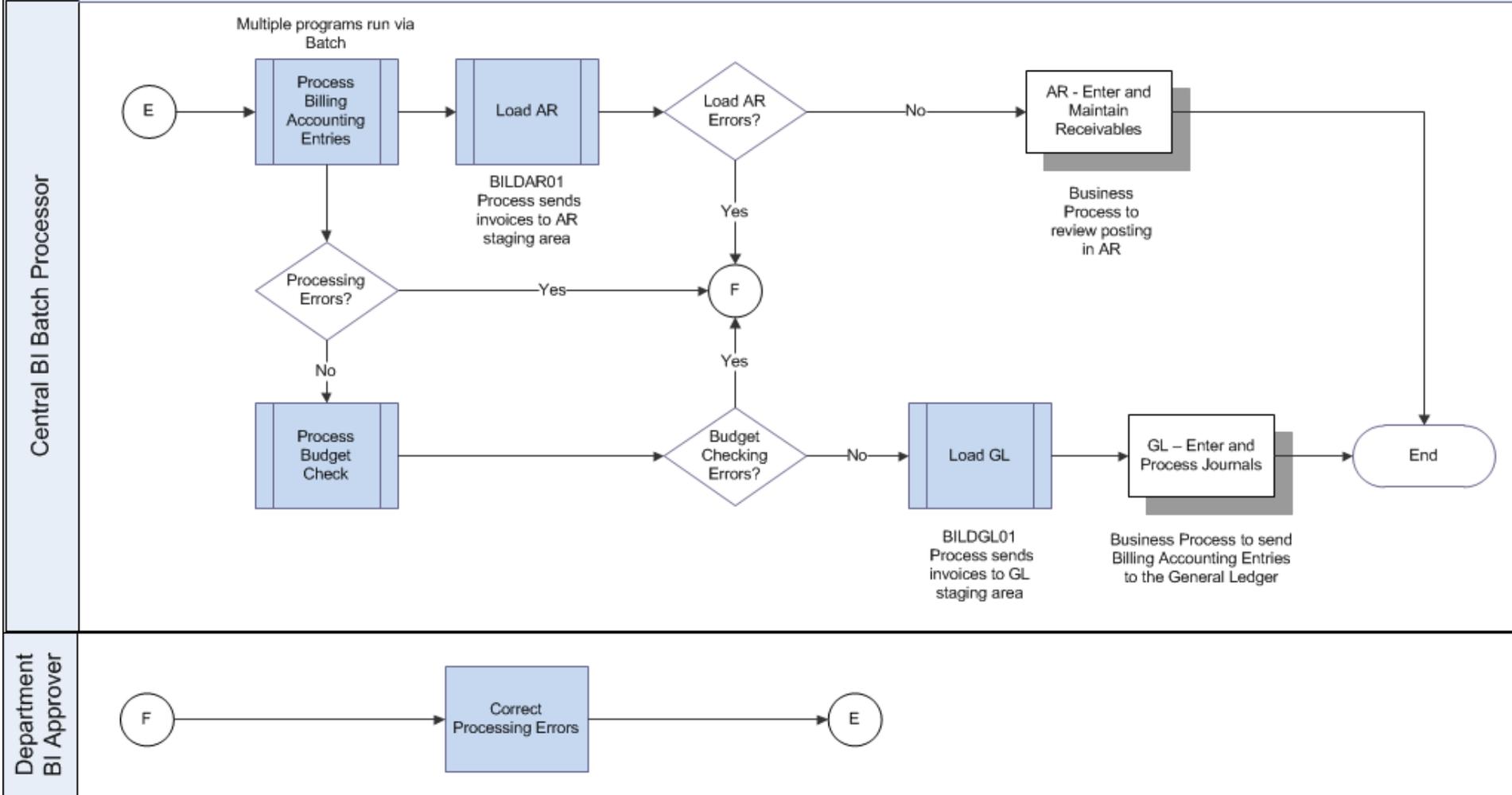
Department BI Processor



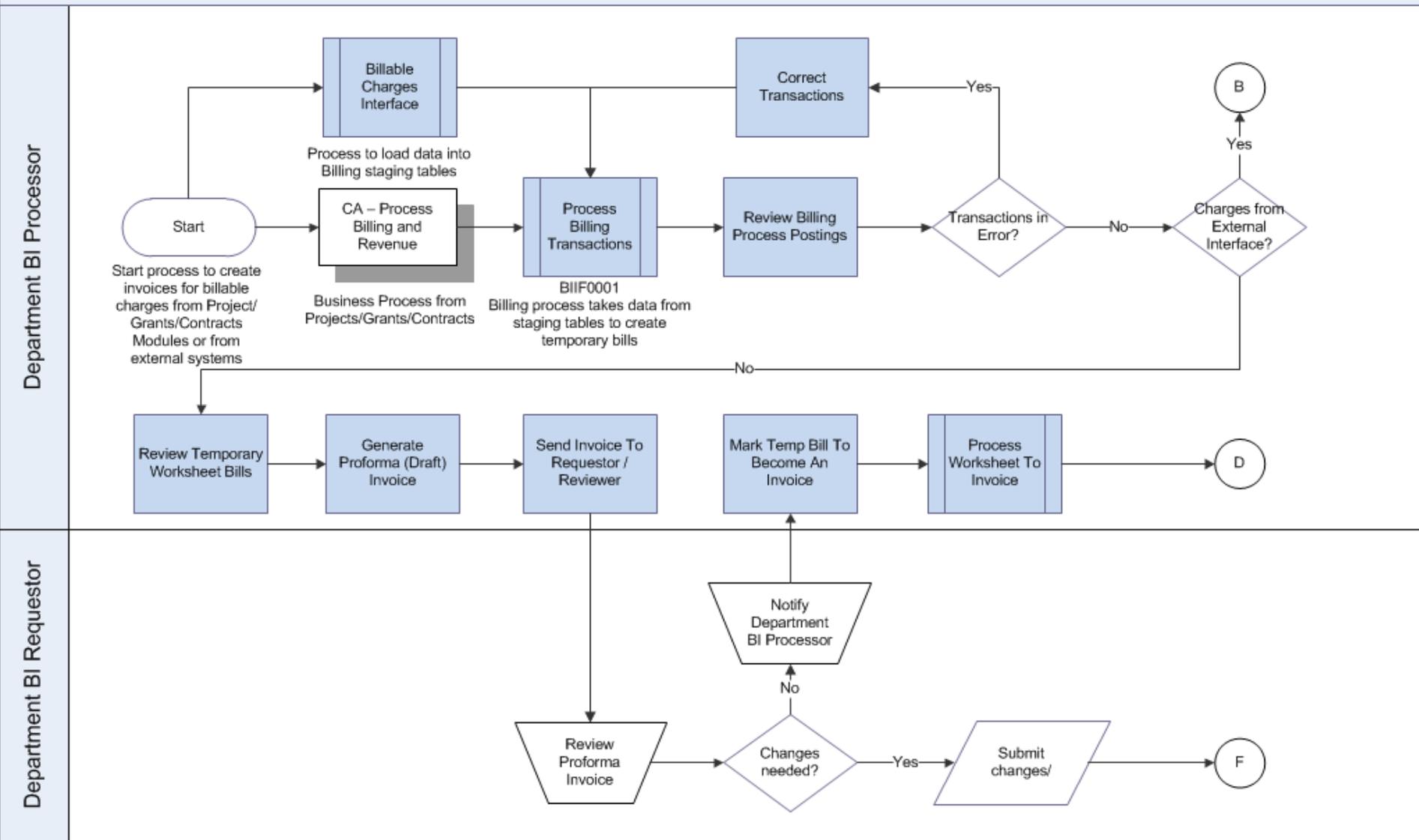
## AR2 – Generate and Adjust Invoices – Finalize Invoices



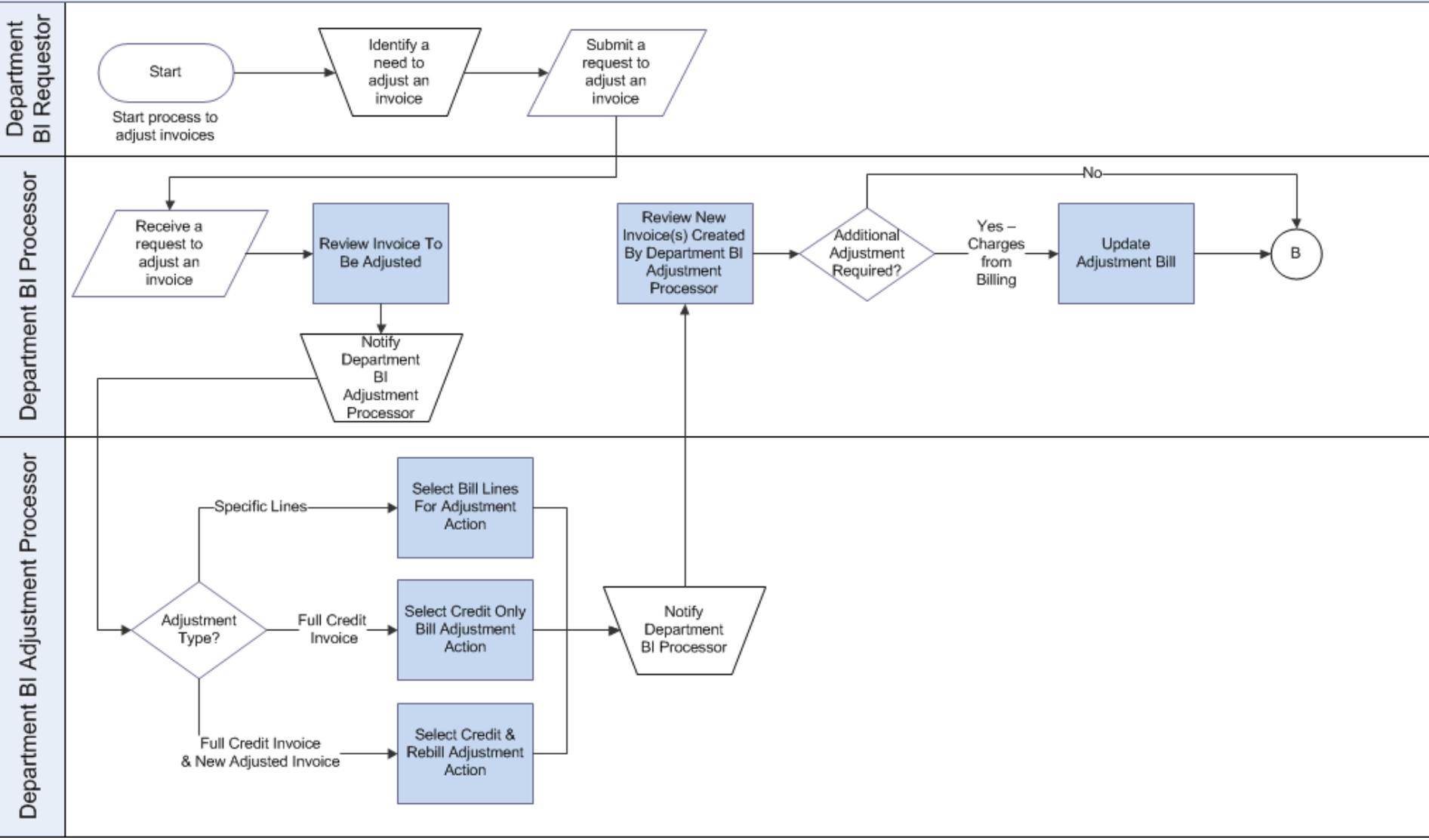
## AR2 – Generate and Adjust Invoices – Send Invoices to AR



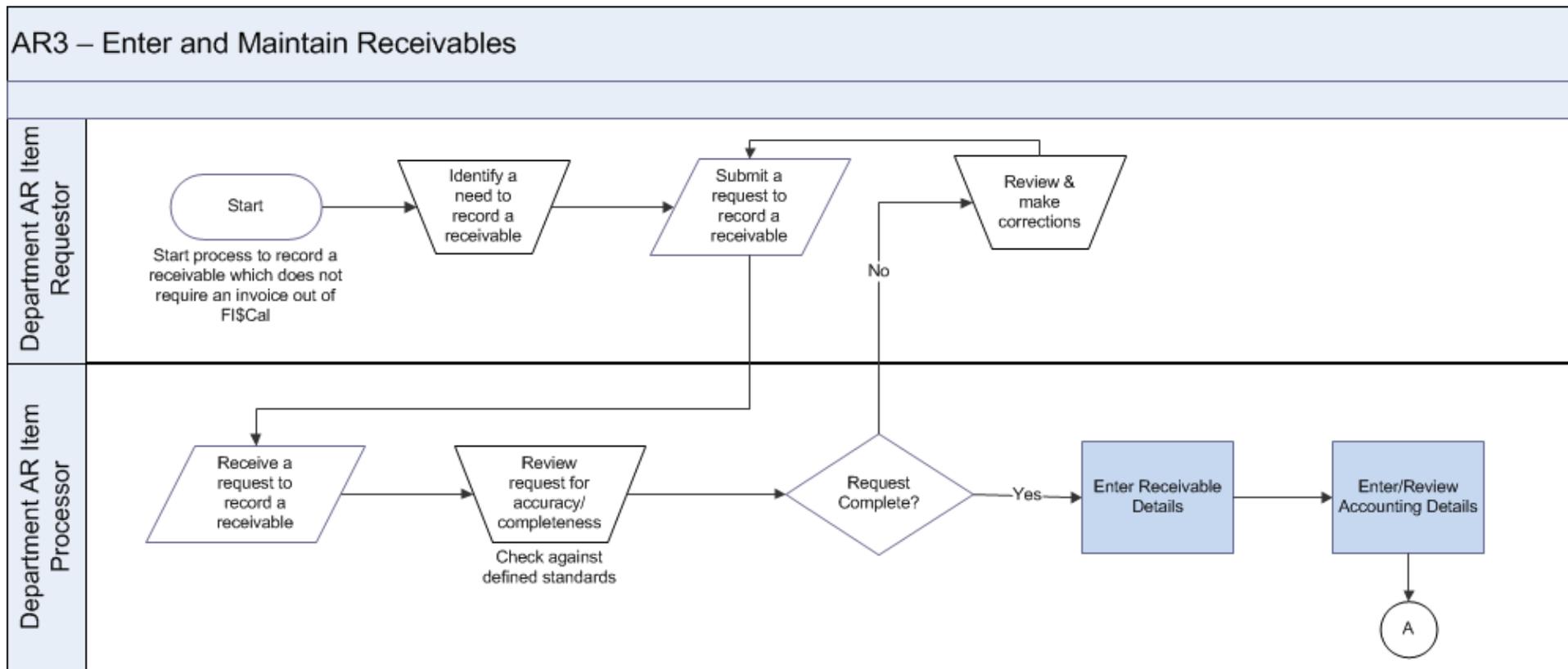
# AR2 – Generate and Adjust Invoices – Interface and Other Module Charges



# AR2 – Generate and Adjust Invoices – Adjust Invoices

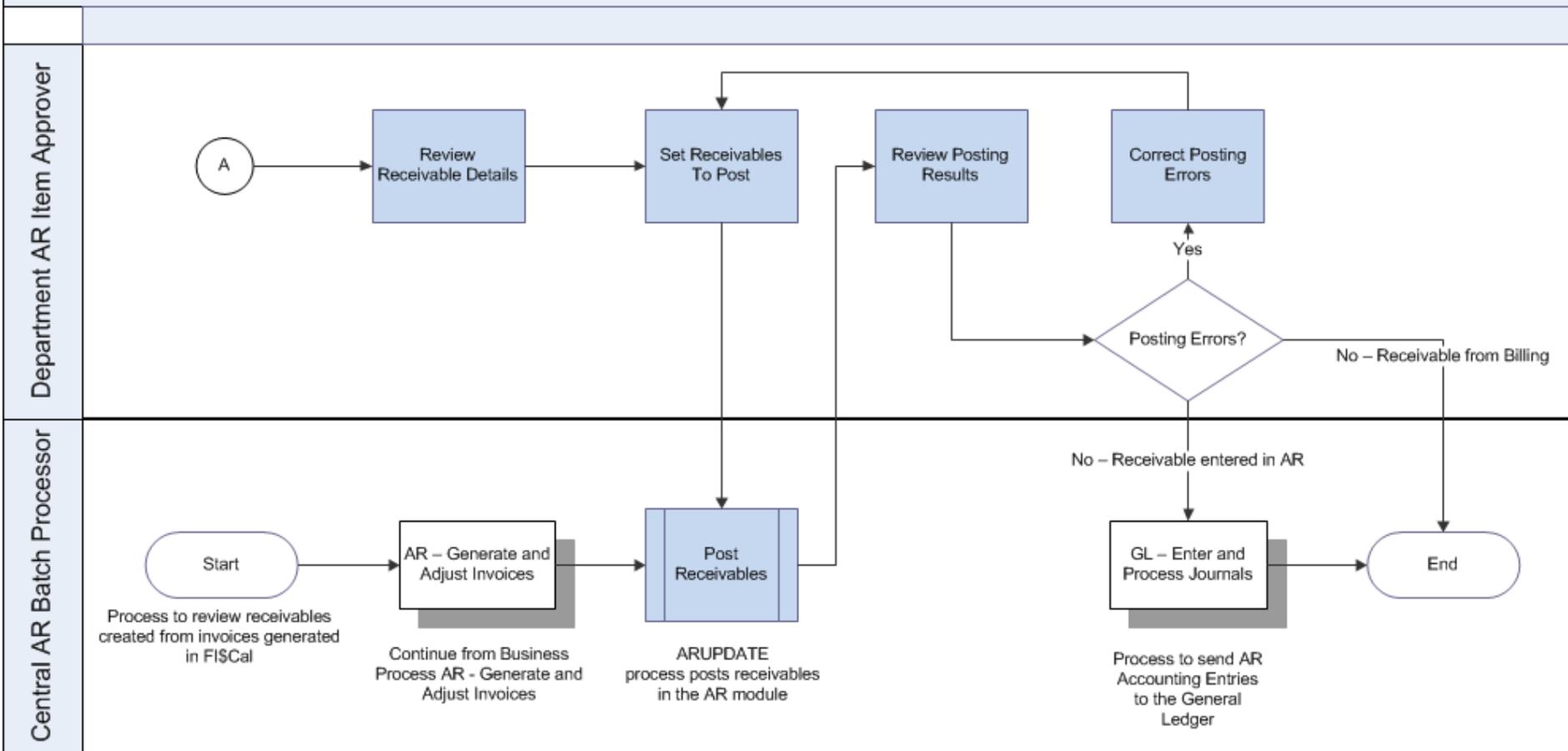


# Enter and Maintain Receivables



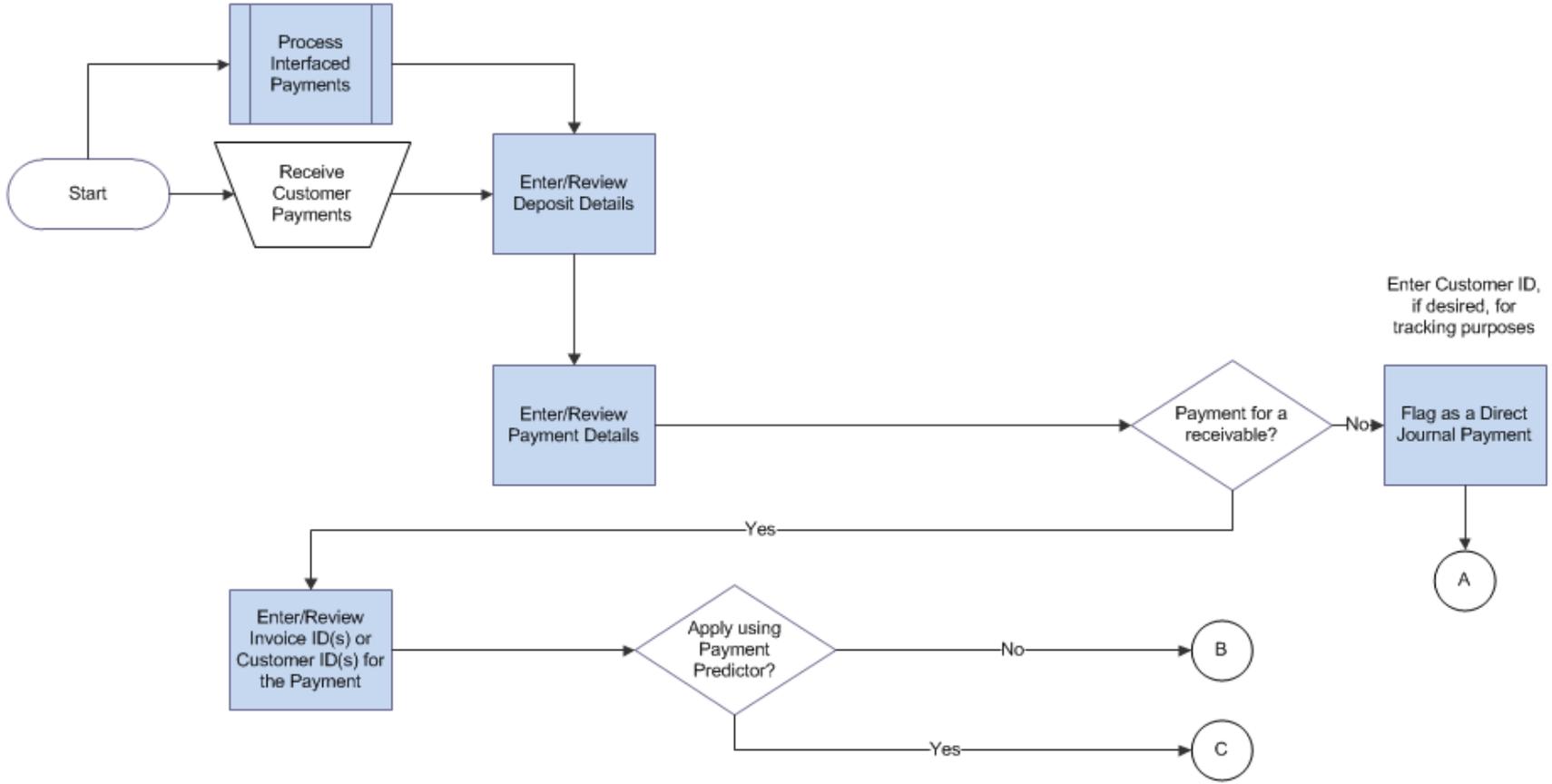
# Enter and Maintain Receivables

## AR3 – Enter and Maintain Receivables

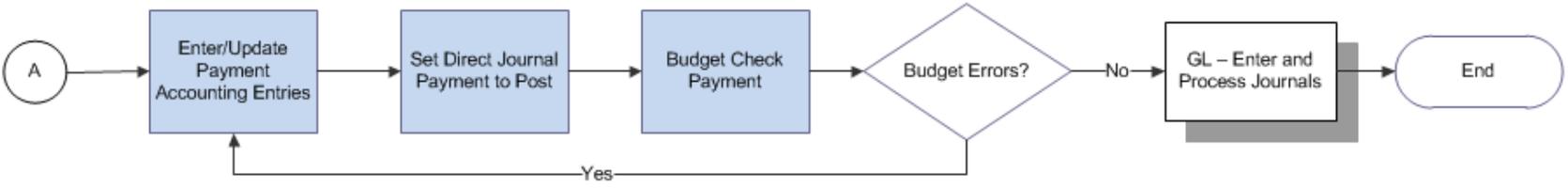


# AR4 – Process Payments

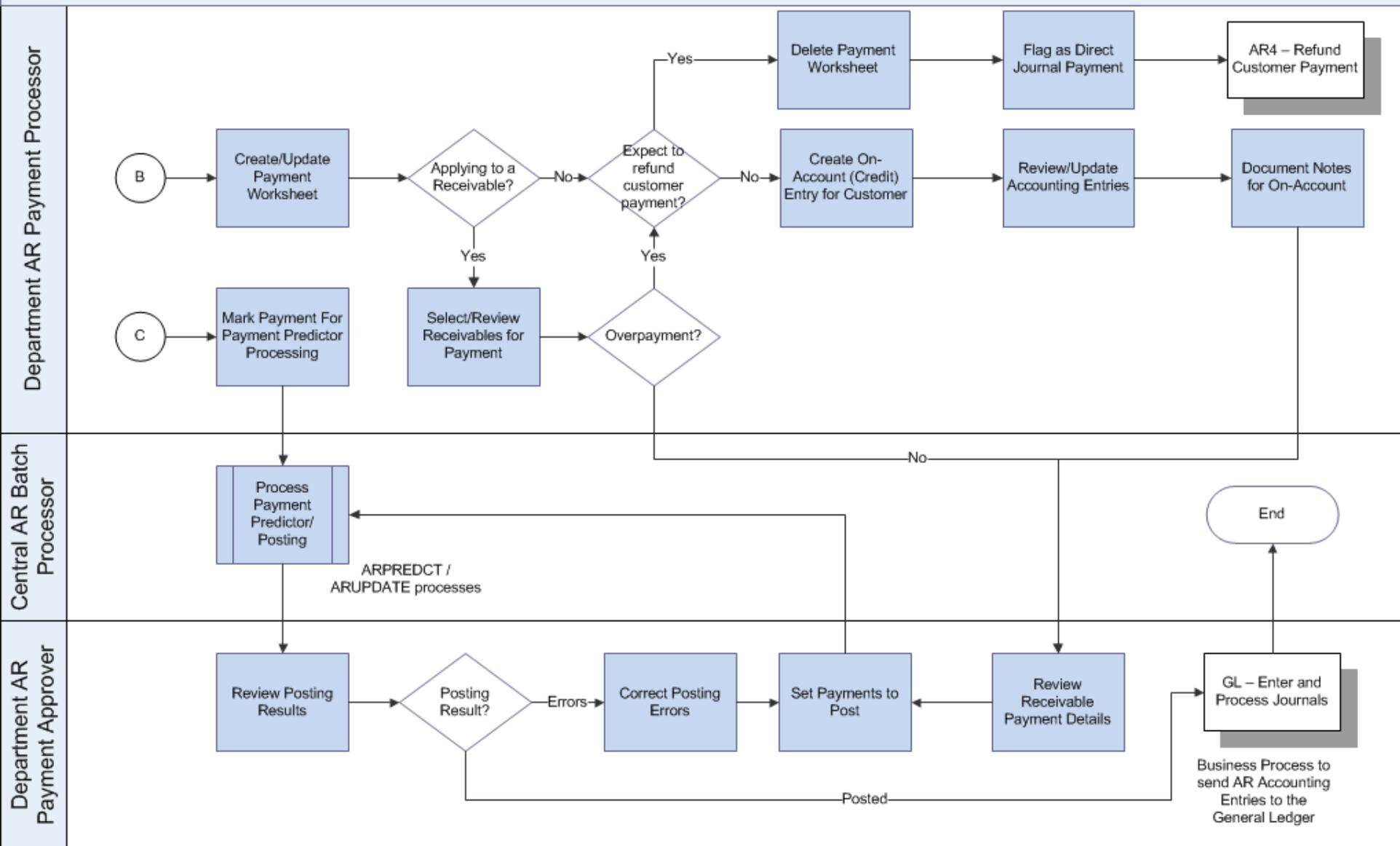
Department Cashiering Unit / Department AR Payment Processor



Department AR Payment Approver

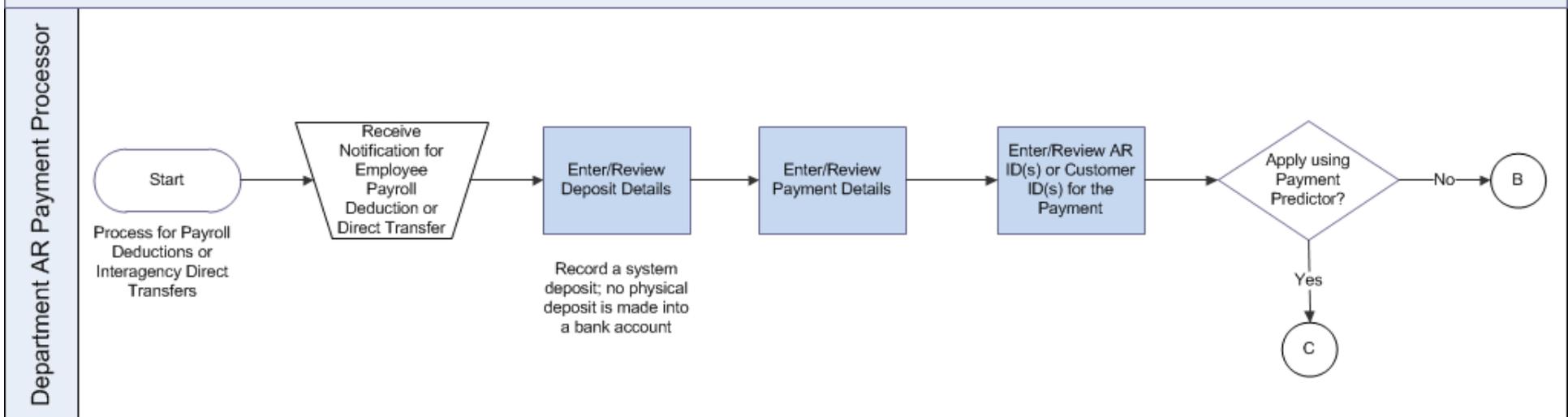


# AR4 – Process Payments

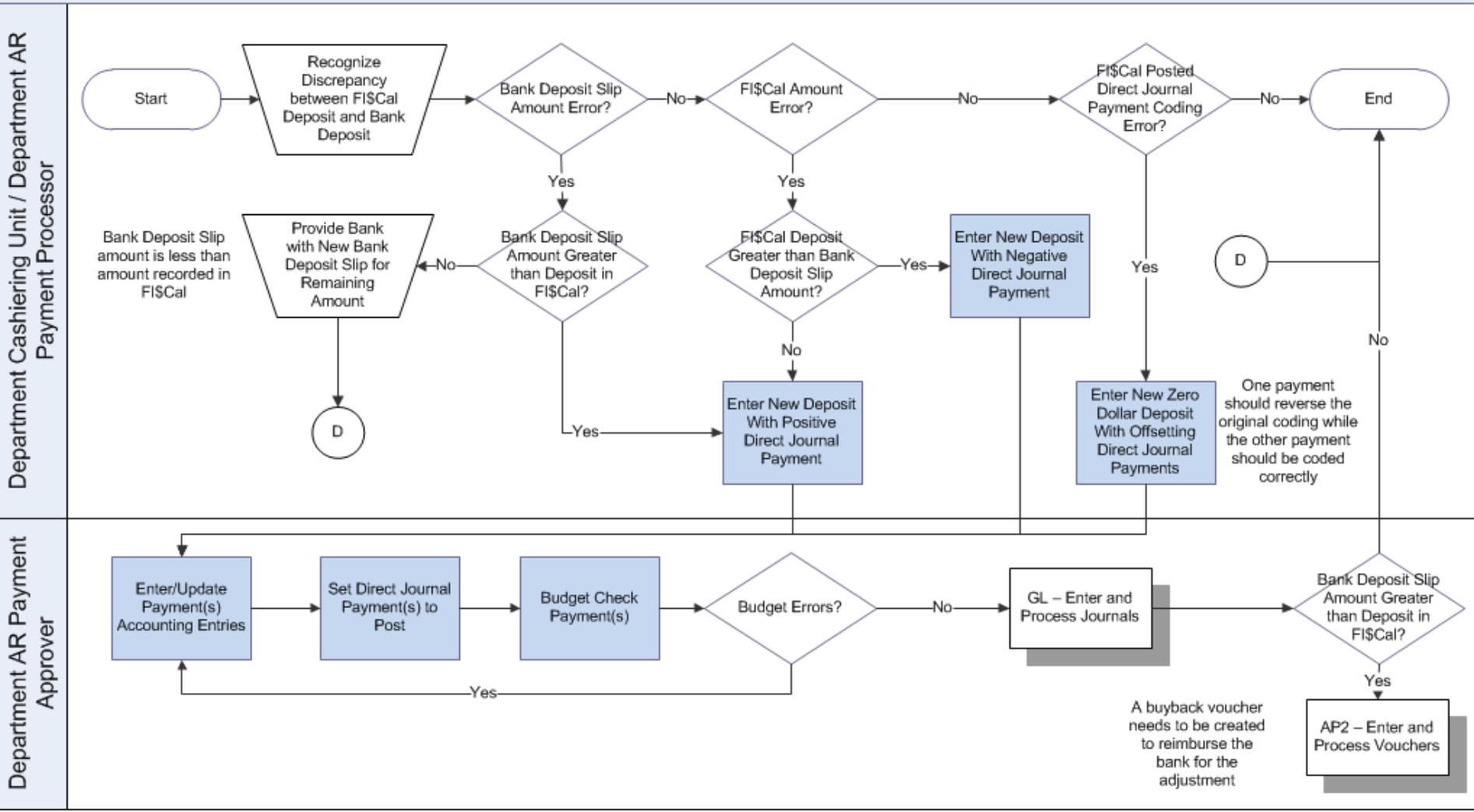


# Employee Payroll Deductions and Direct Transfers

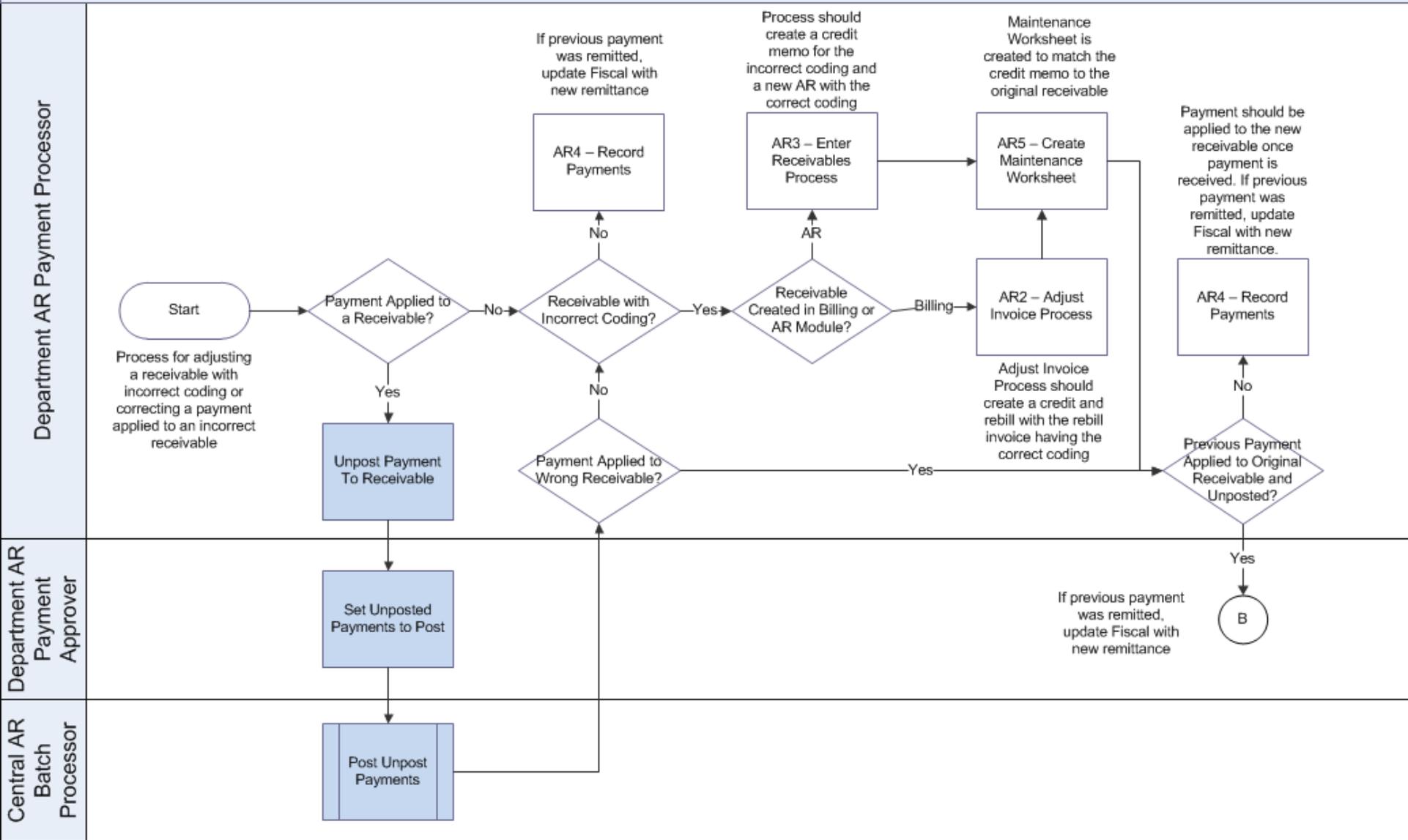
## AR4 – Process Payments – Employee Payroll Deductions and Direct Transfers



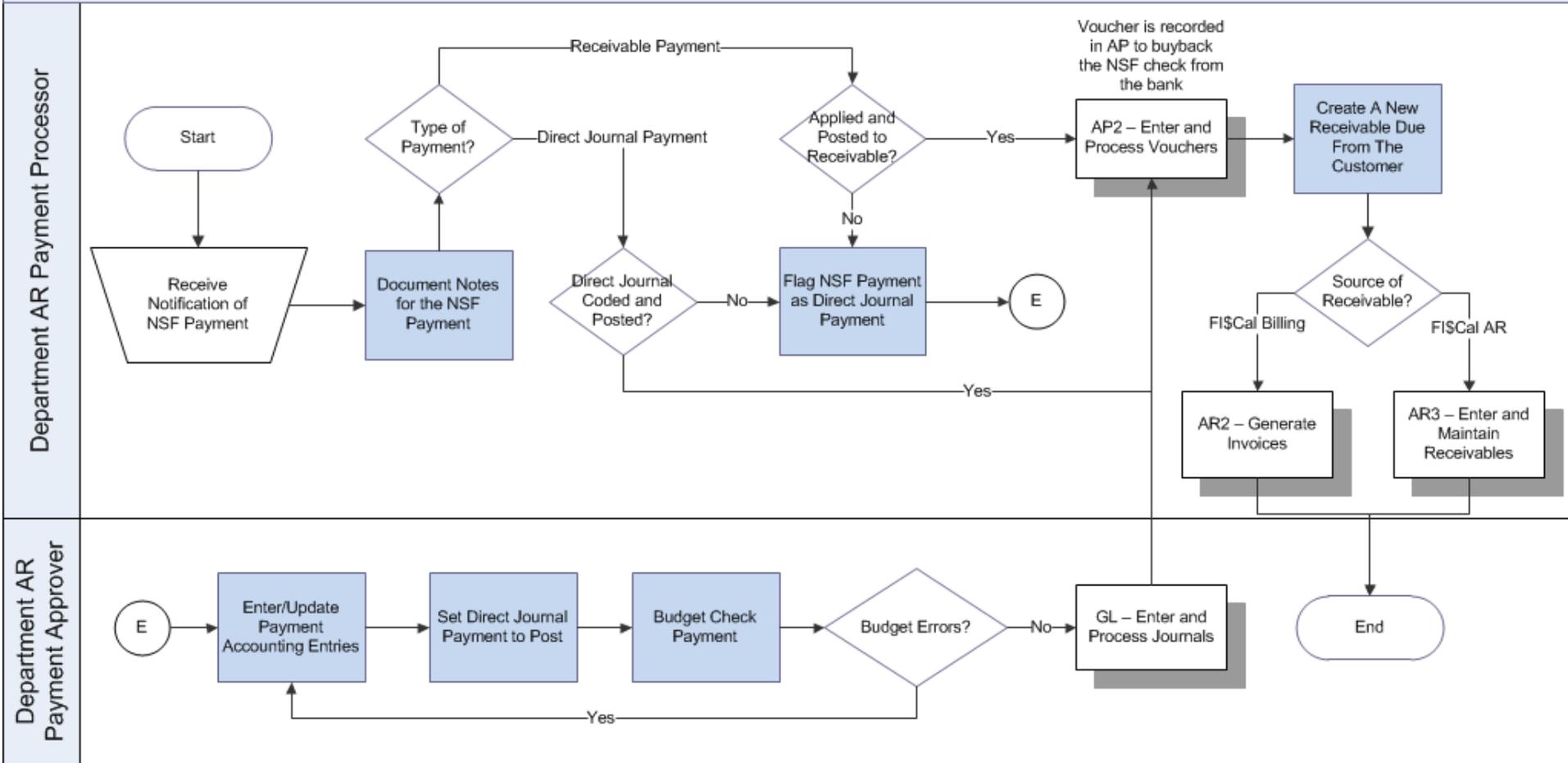
## AR4 – Process Payments – Direct Journal Deposit Adjustments



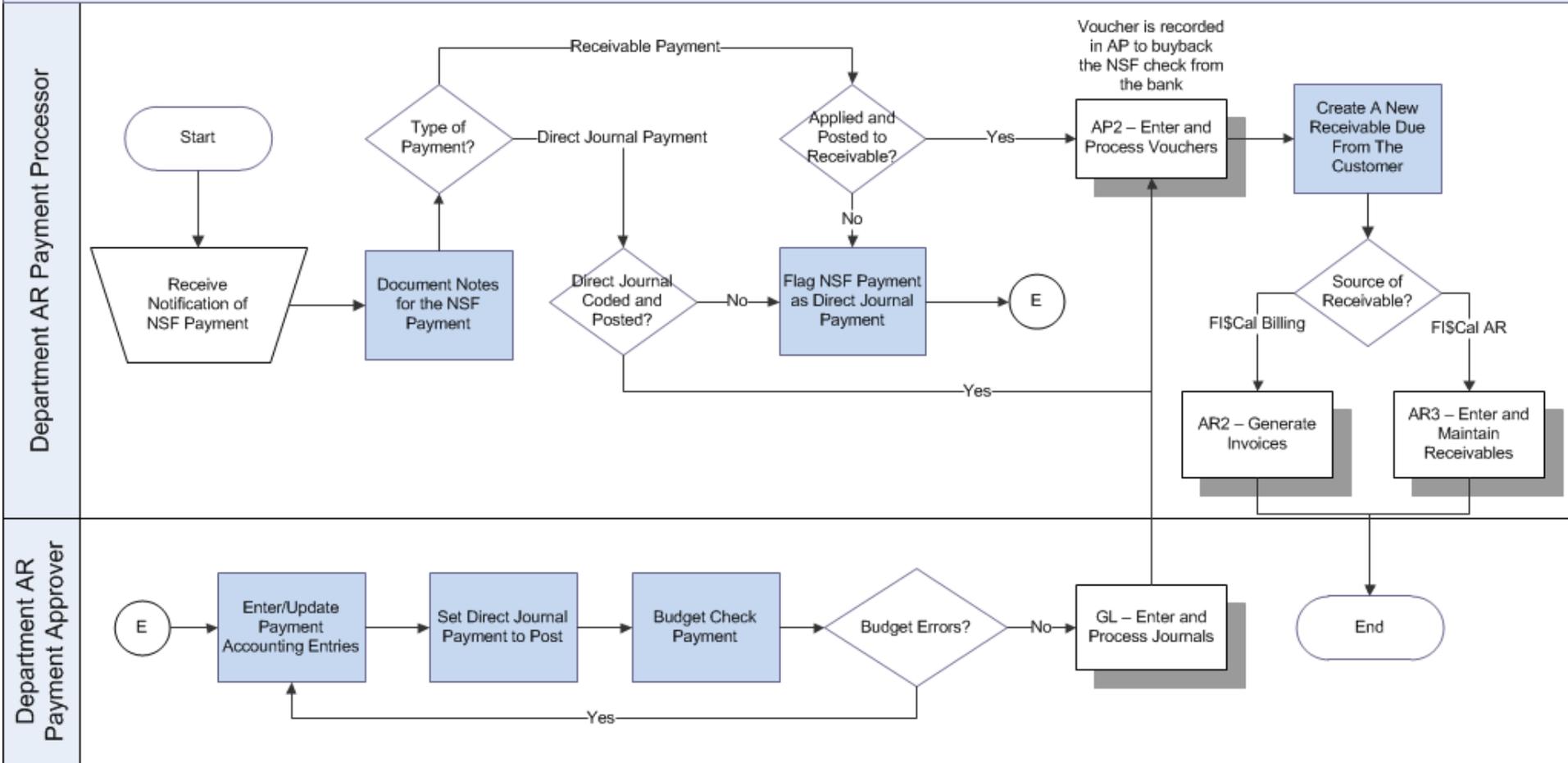
# AR4 – Process Payments – Receivable Payment Adjustments



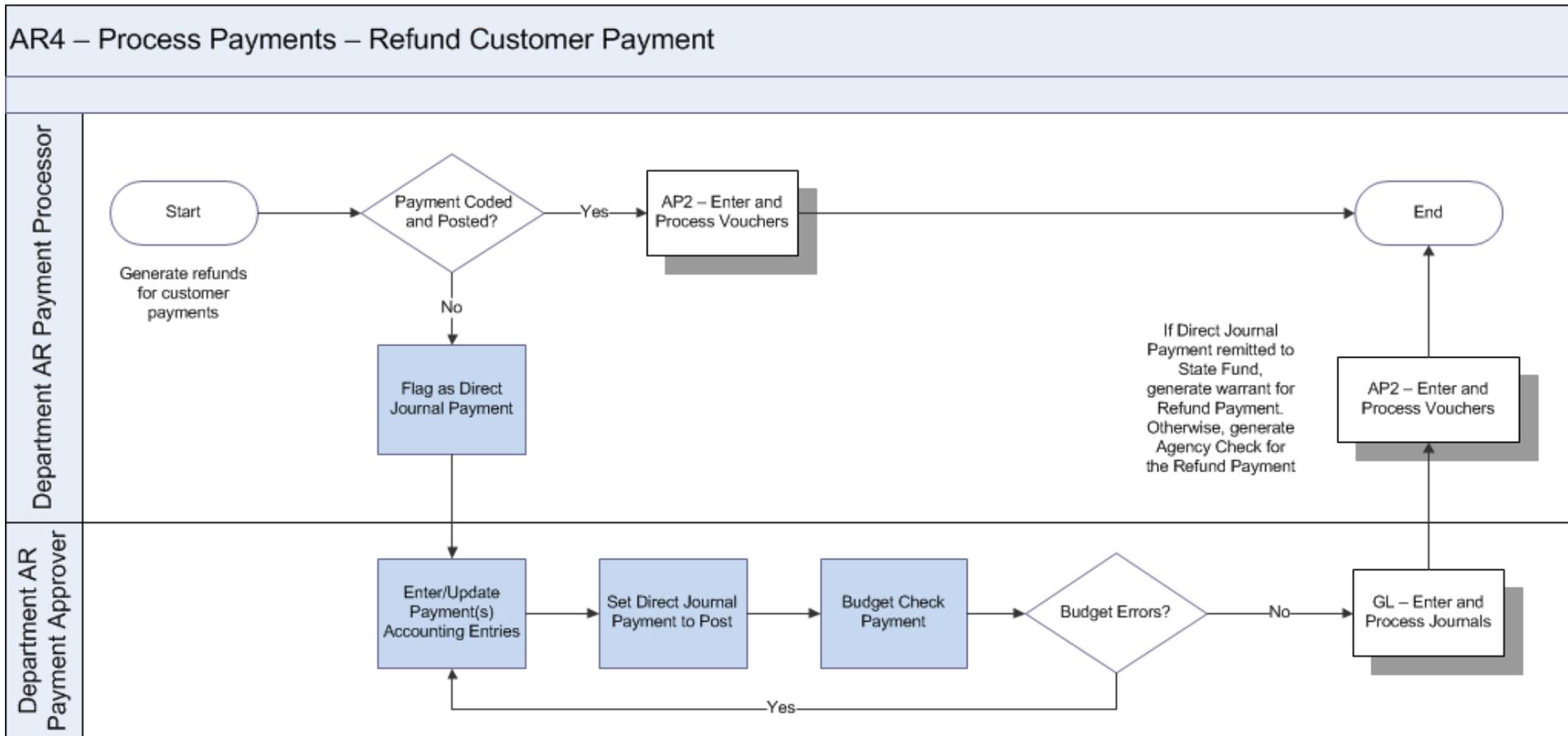
## AR4 – Process Payments – Non-Sufficient Funds (NSF) Payment



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

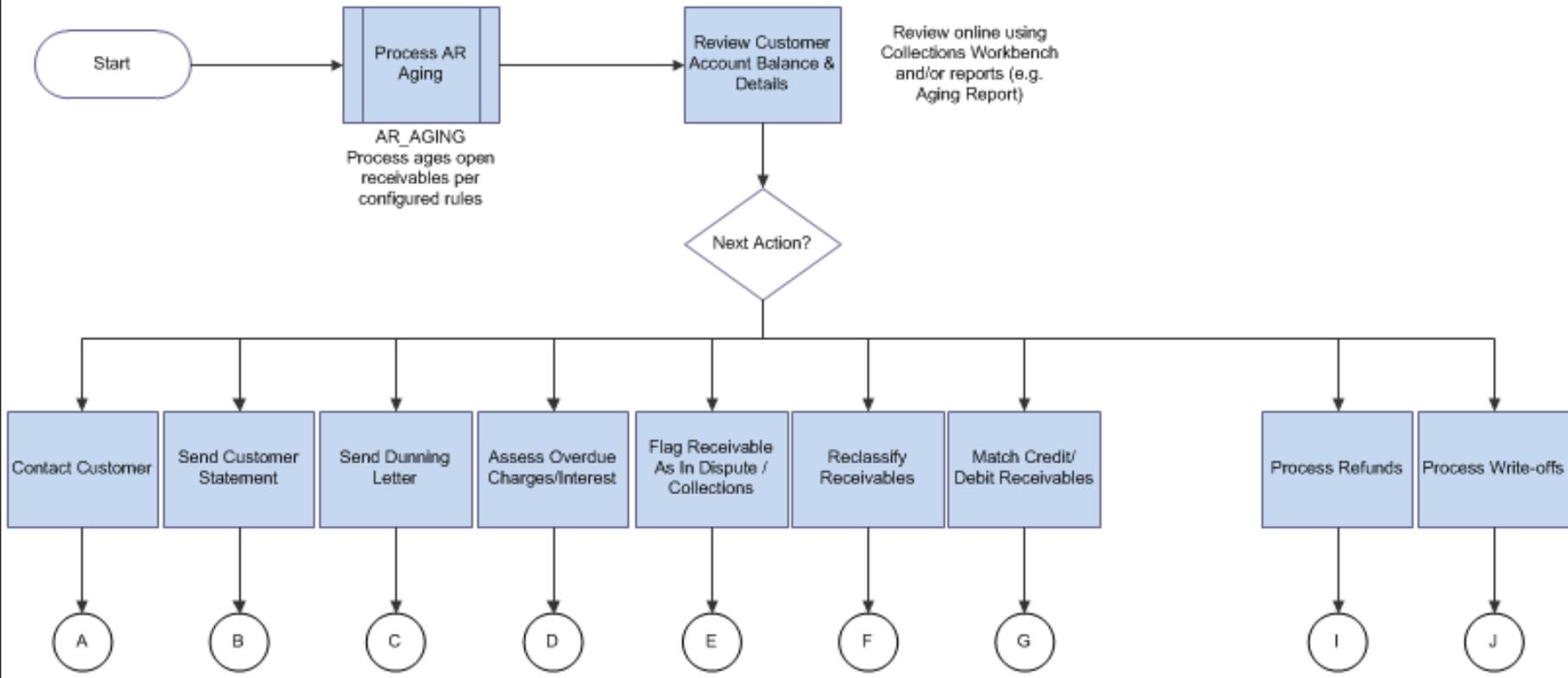


# Refund Customer Payment



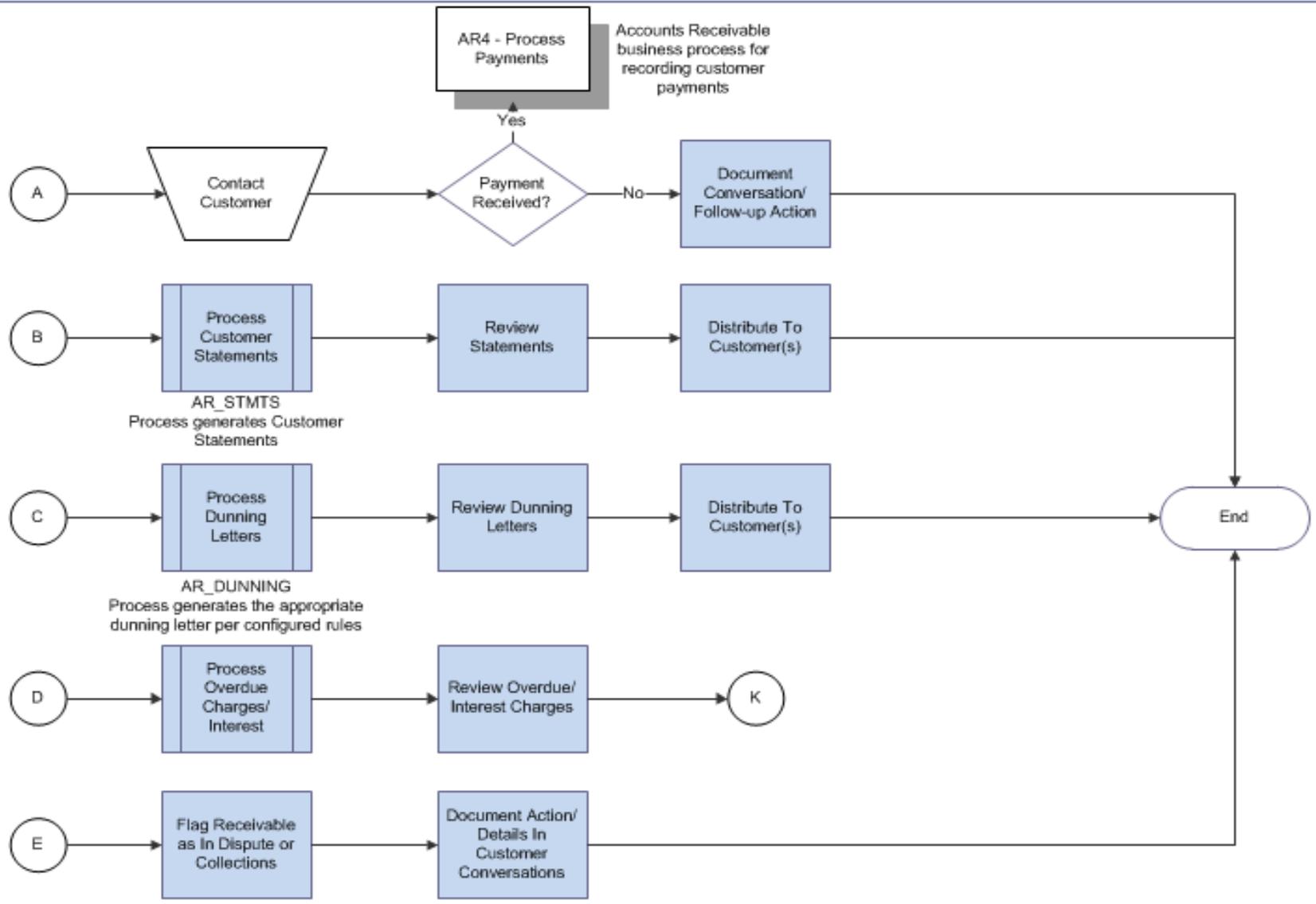
# AR5 – Collect Receivables

Collections Unit

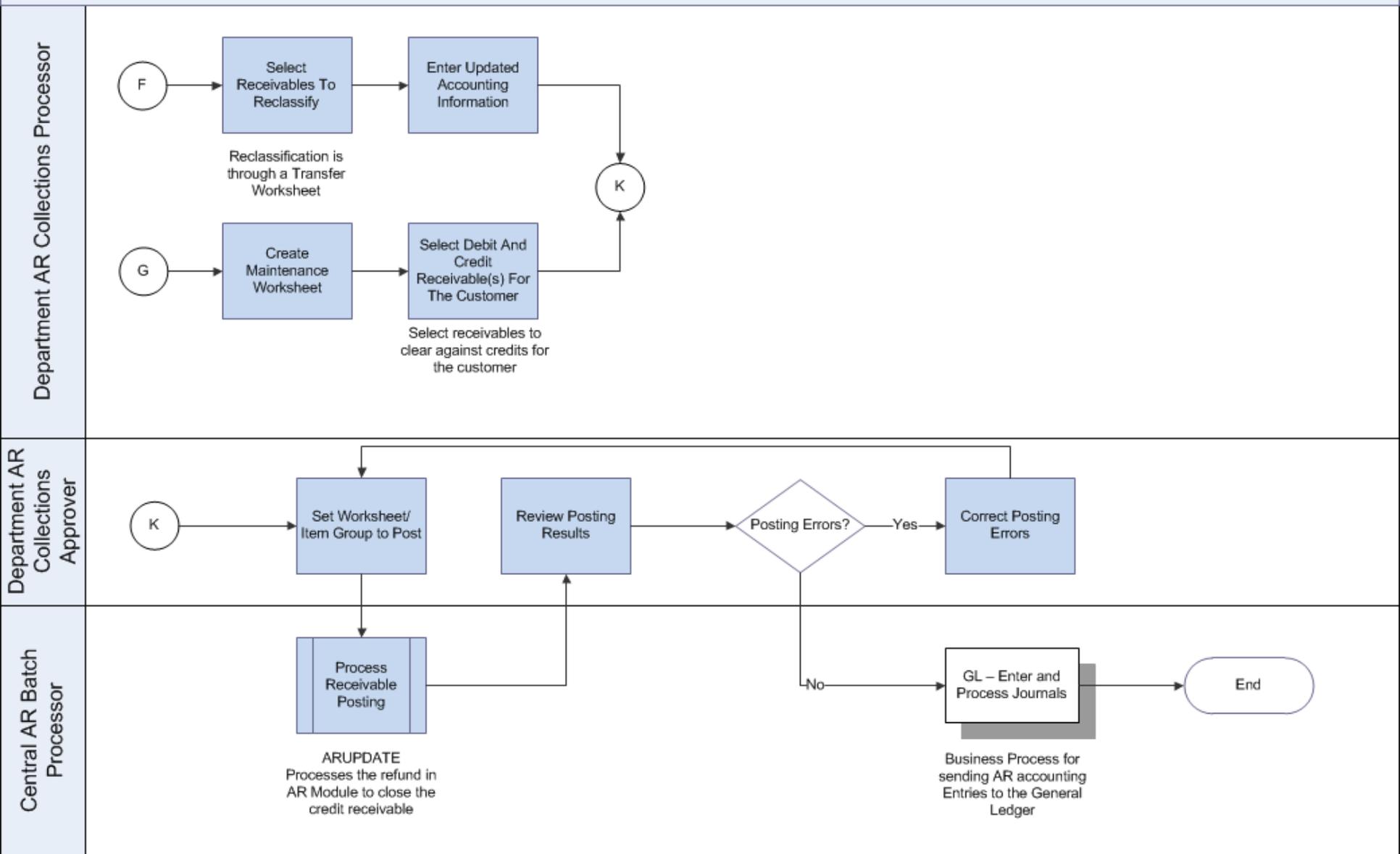


# AR5 – Collect Receivables

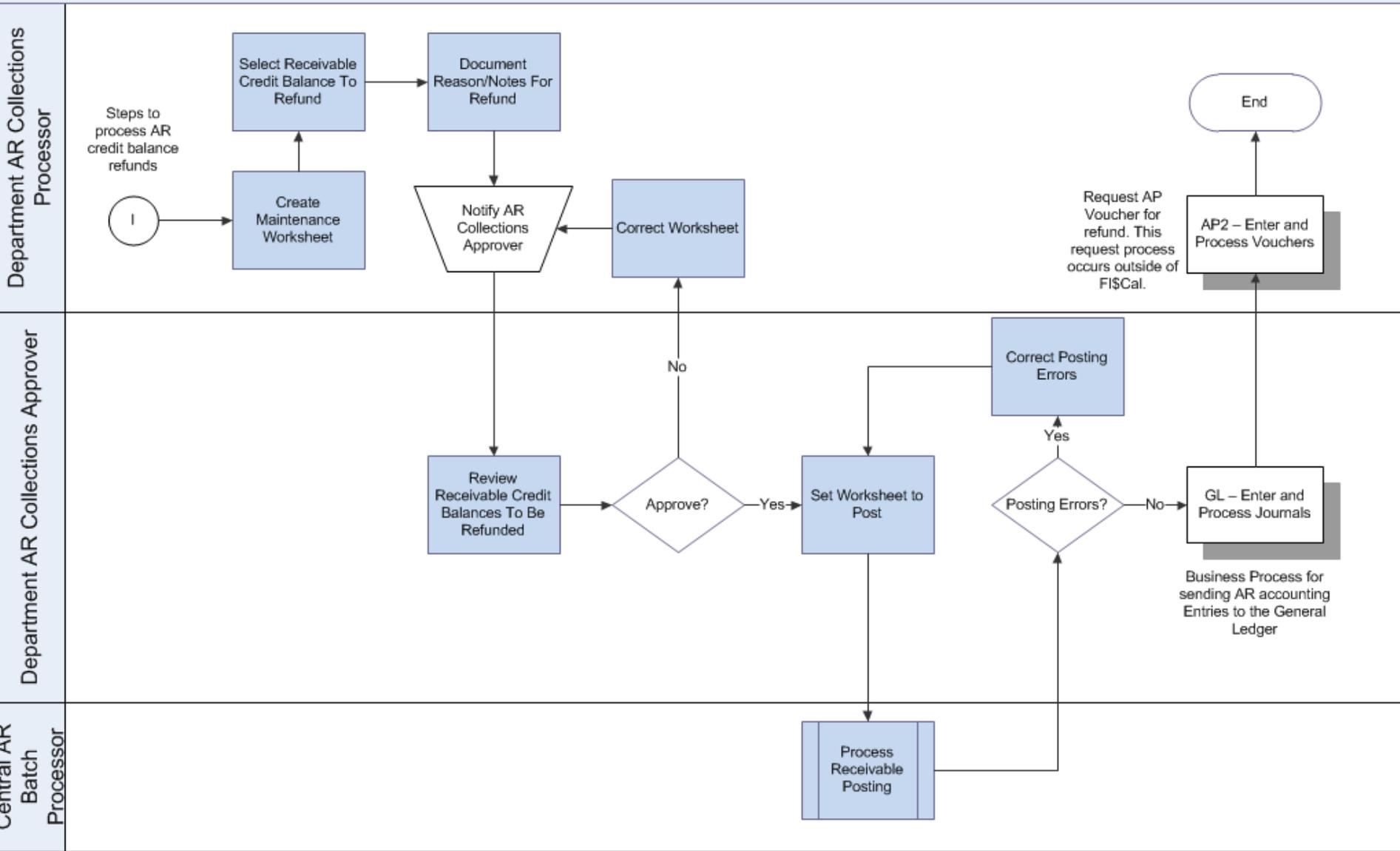
Collections Unit



# AR5 – Collect Receivables

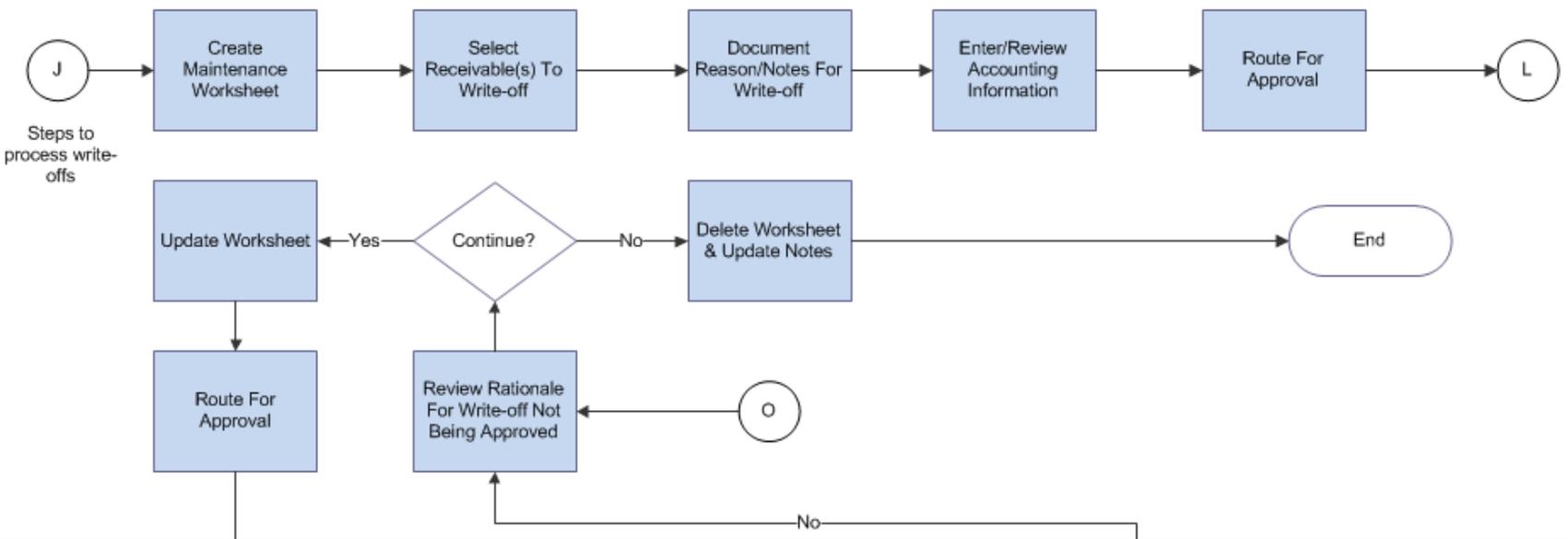


# AR5 – Collect Receivables – AR Credit Balance Refunds

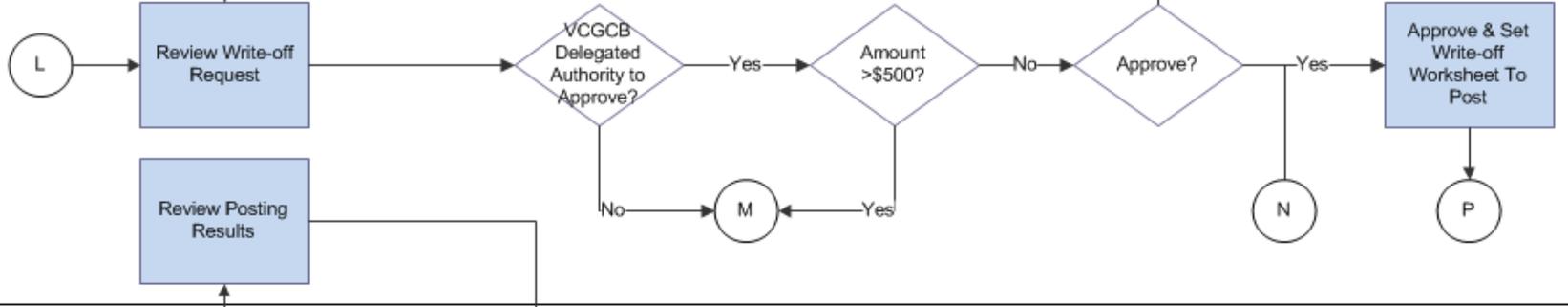


# AR5 – Collect Receivables – Write-Offs

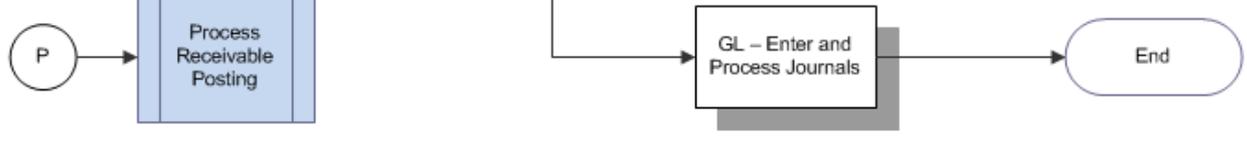
Department AR Collections Processor



Department AR Collections Approver



Central AR Batch Processor



# Write-Offs

## AR5 – Collect Receivables – Write-Offs

