Agenda

- Purpose and Expected Outcome
- Wave 1 UAT Scenarios
  - Functionality Introduction
  - Review Related UAT Scenarios
  - Collect Additional UAT Scenarios
- Wave 2 UAT Scenarios
  - Functionality Introduction
  - Review Related UAT Scenarios
  - Collect Additional UAT Scenarios
- Next Steps
Purpose and Expected Outcome

- **Purpose:**
  - Purpose of this workshop is to assist Departments with task BUSN242 by reviewing the UAT Scenarios for Wave 1 and Wave 2 functionality.

- **Expected Outcome:**
  - Conduct workshops and capture feedback for additional departmental UAT Scenarios.
Set Up and Maintain Customers Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<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.
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/Maintain Customer Information
  - Enter/update customer name, addresses, correspondence options
  - Enter/update optional TIN info (Department Confidential Customer Processor only)
- Enter/Maintain Customer Contact Information
  - 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
Set Up and Maintain Customers
Set Up and Maintain Customers
## Generate and Adjust Invoices Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>A record of goods sold or services provided to a customer.</td>
</tr>
<tr>
<td>Pro Forma Invoice</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>Credit Invoice</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>Rebill Invoice</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>Voucher</td>
<td>An electronic transaction created for the processing of vendor invoices, employee expenses, and/or adjustments.</td>
</tr>
</tbody>
</table>
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 (BI) 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.
Invoices finalized within the Billing Module become outstanding receivables in the Accounts Receivable Module.

- Payments and collection activities for invoices are tracked within the AR module.
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
  - Send Billing accounting entries to the General Ledger (GL)
  - Establish receivables in AR

Post Invoice Data

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

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

Generate Voucher
- FI$Cal processes will generate voucher linked to the interagency invoice

Process Voucher and Payment (AP)
- Billed Department attaches invoice to voucher
- Voucher requires Department and State Controller’s Office (SCO) approval prior to generation of payment

Record Payment (AR)
- Voucher payment will generate a receivable payment in the Billing Department’s AR Module

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.

<table>
<thead>
<tr>
<th>Enter Charges and Finalize Invoice (BI)</th>
<th>Request Direct Transfer (if applicable)</th>
<th>Record Customer Receipt (AR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Follow Generate Invoices process to set up and finalize invoice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Distribute invoice to department being billed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Submit request to SCO per existing process for direct transfer charges</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Upon receipt of payment or direct transfer confirmation, follow the Process Payments process to record receipt in FI$Cal and clear the receivable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

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

<table>
<thead>
<tr>
<th>Status:</th>
<th>NEW</th>
<th>Invoice Date:</th>
<th>04/09/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type:</td>
<td>LG</td>
<td>Source:</td>
<td></td>
</tr>
<tr>
<td>Customer:</td>
<td>DOJ0800048</td>
<td>SubCust1:</td>
<td></td>
</tr>
<tr>
<td>Tony Stark</td>
<td>SERVHDR</td>
<td>From Date:</td>
<td>3/1/2014</td>
</tr>
<tr>
<td>*Invoice Form:</td>
<td>04/09/2014</td>
<td>Pay Terms:</td>
<td>NET0</td>
</tr>
<tr>
<td>Accounting Date:</td>
<td>STATE</td>
<td>Bank Account:</td>
<td>175</td>
</tr>
<tr>
<td>Remit To:</td>
<td>DEFAULT</td>
<td>Bill Inquiry Phone:</td>
<td>916-324-5090</td>
</tr>
<tr>
<td>Sales:</td>
<td>ANALYST</td>
<td>Collector:</td>
<td>DOJREIMB</td>
</tr>
<tr>
<td>Credit:</td>
<td>DOIJREIMB</td>
<td>Billing Authority:</td>
<td></td>
</tr>
</tbody>
</table>

Go to: Header Info 2
Notes: Express Entry
Summary: Bill Search
Address:
Copy Address:
Navigation: Header - Info 1
Page Series: Prev Next
Generate and Adjust Invoices
Generate and Adjust Invoices
### Enter and Maintain Receivables Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<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>
</tr>
</tbody>
</table>
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.
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
Enter and Maintain Receivables
Enter and Maintain Receivables

[Image of Fi$Cal software interface for entering and maintaining receivables]
Enter and Maintain Receivables

![Fi$Cal screenshot](image)

Here is a screenshot of the Fi$Cal software interface showing how to enter and maintain receivables. The screenshot includes fields for Group Unit, Group ID, Item ID, Business Unit, Amount, Customer, Currency, Line, Entry Type, Reference, Reason, and more. It also displays a table for chart fields, ledger, additional details, and journal reference information, among others.
# Process Payments Key Terms

<table>
<thead>
<tr>
<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>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Conversation</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>Payment Predictor</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>Payment Worksheet</td>
<td>Method for applying a customer payment to a customer’s open receivable balance.</td>
</tr>
<tr>
<td>Non-Sufficient Fund (NSF) Payment</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.
Key Impacts

- Departments continue to use EDF and eFITs processes outside of FI$Cal
- Department AR Payment Approver role is needed to post and code miscellaneous payments. This includes referencing Open Item Keys for Office Revolving Fund (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 Adjustment amounts
  - 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 State Treasurer’s Office (STO) or State Controller’s Office (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

---

**Dept. AR Payment Processor**

- Determine Type of Payment Adjustment
  - Invoice related receipt
  - Payment posted to the wrong invoice
  - Invoice with incorrect coding

- Adjust Invoices, if needed (BI)
  - Follow process for adjusting invoices to generate credit and rebill invoices

**Dept. AR Payment Approver**

- Select Payment for Unposting
  - If payment was already posted, select for unposting and specify reason

- Set Payment for Unposting
  - Set unposting transaction to post
  - Payment will be processed by FI$Cal processes

**Dept. AR Payment Processor**

- Set Payment for Unposting
  - If payment was already posted, select for unposting and specify reason

- Select Payment for Unposting
  - Set unposting transaction to post
  - Payment will be processed by FI$Cal processes

- Process Payments (AR)
  - Follow steps to apply payment
Process NSF Payments

**Department AR Payment Processor**

- **Capture NSF Details**
  - Receive NSF notification
  - Review payment details
  - Document NSF details using Customer Conversations

- **Complete Request for Payment (AP)**
  - Request payment for NSF buyback
  - Provide proper coding
  - AP will create agency check plus a journal voucher (if payment was remitted to Cash in State Treasury)
  - SCO will record entry in Fiscal System to account for buyback if payment was remitted

- **Create an NSF Invoice (BI)**
  - Follow process for creating invoices
  - Create an invoice to bill the customer for the NSF amount
  - Include amount of the closed receivable, if applicable

**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

- Record payment for amount of payroll deduction (in Internal Transaction Bank)
- Flag payment for Payment Predictor processing or create payment worksheet
- Receive notification of payroll deduction
- Review Payroll AR information
- Post payments against receivables
- Generate accounting entries for posting to GL

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

<table>
<thead>
<tr>
<th>Unit:</th>
<th>0820</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit ID:</td>
<td></td>
</tr>
<tr>
<td>NEXT</td>
<td></td>
</tr>
<tr>
<td>*Accounting Date:</td>
<td>04/09/2014</td>
</tr>
<tr>
<td>*Bank Code:</td>
<td>STATE</td>
</tr>
<tr>
<td>*Bank Account:</td>
<td>175</td>
</tr>
<tr>
<td>*Deposit Type:</td>
<td>Regular</td>
</tr>
</tbody>
</table>

Control Totals

- Control Total Amount: 750.00
- Entered Total Amount: 0.00
- Difference Amount: 0.00
- Posted Total Amount: 0.00
- Journalled Total Amount: 0.00

Control Data

- *Received: 04/09/2014
- *Entered: 04/09/2014
- Posted:         
- Assigned: Z_FUNC_SUPER_USER
- User:           Z_FUNC_SUPER_USER

Control Currency: USD
Format Currency: USD
Rate Type: CRRNT
Exchange Rate: 1.00000000
Process Payments - Deposits
Process Payments - Deposits
Process Payments – Receivable Payments
Process Payments – Receivable Payments

### Payment Worksheet Application

- **Deposit Unit:** 0820  
  **Deposit ID:** 150

**Item Action**

- **Entry Type:** Pay An Item  
  **Reason:**

**Item Display Control**

- **Display:** All Items  
  **Go**

**Row Selection**

- **Choice:** Select Range of Items  
  **Range:**
  **Go**

**Row Sorting**

- **Sort All By:** Item  
  **Go**

#### Item List

<table>
<thead>
<tr>
<th>Detail 1</th>
<th>Detail 2</th>
<th>Detail 3</th>
<th>Detail 4</th>
<th>Detail 5</th>
<th>Detail 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>View</td>
<td>Remit Seq</td>
<td>Set</td>
<td>Pay Amt</td>
<td>Cur</td>
<td>Item ID</td>
</tr>
<tr>
<td>Detail</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Item Line</td>
</tr>
<tr>
<td>Detail</td>
<td>820</td>
<td>0123</td>
<td>550.00</td>
<td>USD</td>
<td>ZTITEM0001</td>
</tr>
</tbody>
</table>

**Balance**

- **Amount:** 550.00  
- **Selected:** 550.00  
- **Adjusted:** 0.00  
- **Remaining:** 0.00  
- **Discount:** 0.00  
- **Write Off:** 0.00  
- **Earned:** 0.00  
- **Unearned:** 0.00
Process Payments – Misc. Receipts

Accounting Entries

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

Amount: 200.00 USD

Complete: 
Entry Event: 

Budget Status:

Distribution Lines

ChartFields | Currency Details | Budget | Journal Reference Information

<table>
<thead>
<tr>
<th>Distribution Sequence</th>
<th>*GL Unit</th>
<th>Speed Type</th>
<th>Line Amount</th>
<th>Currency</th>
<th>Reference</th>
<th>Fund</th>
<th>ENY</th>
<th>*Account</th>
<th>Alt Acct</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10820</td>
<td>Speed Type</td>
<td>-200.00</td>
<td>USD</td>
<td>0001</td>
<td>201</td>
<td>4144500</td>
<td>4144500000</td>
<td></td>
</tr>
</tbody>
</table>

Total

Lines: 1  
Total Debits: 0.00  
Currency: USD  
Total Credits: 200.00  
Currency: USD  
Net: -200.00
Process Payments – Misc. Receipts

![Image of Fi$Cal interface](image)

<table>
<thead>
<tr>
<th>Unit</th>
<th>Deposit ID</th>
<th>Payment</th>
<th>Seq</th>
<th>Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>0820</td>
<td>150</td>
<td>MISCPAY2001</td>
<td>2</td>
<td>200.00 USD</td>
<td>USD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GL Unit</th>
<th>Speed Type</th>
<th>Line Amount</th>
<th>Currency</th>
<th>Reference</th>
<th>Fund</th>
<th>ENY</th>
<th>Account</th>
<th>Alt Acct</th>
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<tbody>
<tr>
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<td>Speed Type</td>
<td>200.00 USD</td>
<td>USD</td>
<td></td>
<td>4144500</td>
<td>41445000000</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>GL Unit</th>
<th>Speed Type</th>
<th>Line Amount</th>
<th>Currency</th>
<th>Reference</th>
<th>Fund</th>
<th>ENY</th>
<th>Account</th>
<th>Alt Acct</th>
<th>Progr</th>
</tr>
</thead>
<tbody>
<tr>
<td>20820</td>
<td>Speed Type</td>
<td>200.00 USD</td>
<td>USD</td>
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<td>1109300</td>
<td>000000000000</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

- Total Debits: 200.00 USD
- Total Credits: 200.00 USD
- Net: 0.00 USD
# Collect Receivables Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<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>
</table>
# Collect Receivables Key Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<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
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**

1. **Review Receivables Balances**
   - Review balances online using collections workbench

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

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

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

5. **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 transaction 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

**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

**Department AR Collections Approver**
- 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 Processor**
- Specify Selection Parameters
- Run Overdue Charges Process
- Review Overdue Charges
- Post 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
## Wave 1 UAT Scenarios

<table>
<thead>
<tr>
<th>Business Process</th>
<th>UAT Scenario</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR1 - Setup and Maintain Customers</td>
<td>Create a Customer</td>
<td>Create two customers for billing and receivables. One will have a TIN and represent an employee.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create a Simple Invoice</td>
<td>Create a simple invoice and set it to Ready status. Invoices should be created within both templates.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Finalize an Invoice</td>
<td>Run the bill finalization processes to generate PDFs of the invoices.</td>
</tr>
<tr>
<td>AR3 - Enter and Maintain Receivables</td>
<td>Create a Receivable Group with Employee ARs</td>
<td>Create a receivable group within the AR Module that has multiple Employee receivables and a credit memo.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Create a Miscellaneous Receipt Payment (Remitted)</td>
<td>Create a deposit to represent a payment that is to be remitted to Cash in State Treasury. Classify the payment as a Miscellaneous Receipt and finalize it.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Apply a Full Payment to a Receivable</td>
<td>Create a deposit with a full payment to a receivable using the internal transaction bank. Create a payment worksheet and apply the payment to the receivable.</td>
</tr>
</tbody>
</table>
Wave 2 UAT Scenarios

<table>
<thead>
<tr>
<th>Business Process</th>
<th>UAT Scenario</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR1 - Setup and Maintain Customers</td>
<td>Create a Customer Contact</td>
<td>Create multiple contacts with an association to one customer (with one contact being the primary contact). Edit customer contact information. Delete a customer contact.</td>
</tr>
<tr>
<td>AR1 - Setup and Maintain Customers</td>
<td>Generate Customer Extract Files</td>
<td>Generate customer extract files for department to load into their external system.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create an Interagency Customer</td>
<td>Create an interagency customer representing a Wave 1 Department.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Generate Pro Forma Invoice</td>
<td>Generate Pro Forma Invoices in both templates.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create a Complex Invoice</td>
<td>Create a complex invoice and set it to Ready status. Invoices should be created within both templates.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Adjust an Invoice</td>
<td>Make an adjustment to a finalized invoice.</td>
</tr>
</tbody>
</table>
# Wave 2 UAT Scenarios

<table>
<thead>
<tr>
<th>Business Process</th>
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<tbody>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create Non-Direct Transfer Bill</td>
<td>Create a non-direct transfer interagency bill for a Wave 1 Department.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create Direct Transfer Bill</td>
<td>Enter direct transfer coding and create a direct transfer interagency bill for a Wave 1 Department.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create Direct Transfer Bill with Coding Errors</td>
<td>Create a Direct Transfer Bill that has direct transfer coding errors. The Create Direct Transfer Invoice allows for the coding of the invoice including BU and Fund Affiliate fields.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Update Direct Transfer Bill Coding Errors</td>
<td>Update Direct Transfer coding to correct direct transfer coding errors.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Create an Invoice from Customer Contracts</td>
<td>Create an invoice from charges that were collected from Customer Contracts.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Finalize an Invoice from Customer Contracts</td>
<td>Finalize an invoice from charges that were collected from Customer Contracts.</td>
</tr>
</tbody>
</table>
# Wave 2 UAT Scenarios

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<tr>
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<tbody>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td>Process invoice adjustments for billable charges interface files</td>
<td>Receive and process a billable charges interface file that adjusts finalized invoices.</td>
</tr>
<tr>
<td>AR3 - Enter and Maintain Receivables</td>
<td>Inquire on Receivables</td>
<td>Inquire on receivables within the AR Module including one that came from the Billing Module. In addition, show how to view outstanding receivables for a customer without having to generate a report.</td>
</tr>
<tr>
<td>AR3 - Enter and Maintain Receivables</td>
<td>Process Inbound AR Interface Files</td>
<td>Receive and process an inbound AR interface file. Set receivables to post.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Record an Employee Payroll Deduction to an Employee AR</td>
<td>Create a deposit and payment for an employee payroll deduction using the internal transaction bank and apply it to an open Employee AR.</td>
</tr>
</tbody>
</table>
# Wave 2 UAT Scenarios

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<tbody>
<tr>
<td>AR4 - Process Payments</td>
<td>Split a Customer Payment to an AR Payment and a Miscellaneous Receipt</td>
<td>Create a deposit and split a customer payment into a receivable payment and a miscellaneous receipt payment.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Create a Miscellaneous Receipt Payment (Not Remitted)</td>
<td>Create a deposit to represent a payment that is not to be remitted to Cash in State Treasury (e.g. NSF or overpayment to be refunded). Classify the payment as a Miscellaneous Receipt, code it a department's CTS Fund, and finalize it.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Create a Customer Conversation for a Customer Payment</td>
<td>Create a Customer Conversation for a customer payment and reference a Payment ID within the conversation. Mimic an NSF payment conversation.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Apply a Partial Payment to a Receivable</td>
<td>Create a deposit with a partial payment to a receivable. Create a payment worksheet and apply the payment to the receivable.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Apply an Overpayment to a Receivable</td>
<td>Create a deposit with an overpayment to a receivable. Create a payment worksheet and apply the payment to the receivable. Create an on account payment for the customer.</td>
</tr>
</tbody>
</table>
## Wave 2 UAT Scenarios

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<tbody>
<tr>
<td>AR4 - Process Payments</td>
<td>Record an Interagency Direct Transfer Payment</td>
<td>Create a deposit and apply a direct transfer payment to a direct transfer bill associated with a non-Fi$Cal Billed Department.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Create a Deposit with Uncleared Collections GL Journal Entry</td>
<td>Create a deposit with payments that represent unidentified payments. Record a GL Journal Entry for Uncleared Collections. Complete the payments and then reverse the GL Journal Entry for Uncleared Collections.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Record ORF Salary Advance Recovery</td>
<td>Create a deposit with a payment to an ORF Salary Advance and reference an open item key.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Correct Coding for a Miscellaneous Receipt Payment</td>
<td>Create a 0 dollar deposit to reverse coding for a miscellaneous receipt payment and code it to the correct coding.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Correct a Payment Applied to an Incorrect Receivable</td>
<td>Reverse a payment applied to an incorrect receivable and apply it to a correct receivable.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Inquiring on a Deposit and a Payment</td>
<td>Test script will inquire on a deposit and a payment.</td>
</tr>
</tbody>
</table>
## Wave 2 UAT Scenarios

<table>
<thead>
<tr>
<th>Business Process</th>
<th>UAT Scenario</th>
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<tbody>
<tr>
<td>AR4 - Process Payments</td>
<td>Complete Payment that was not Applied through Payment Predictor</td>
<td>Complete a payment that was not able to be applied through Payment Predictor.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Record receipt and Generate Remittance Report</td>
<td>Record a miscellaneous receipt and set it to post. Generate the remittance report and review the output.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Process Receipts from AP Automatic Deposit Creation Process</td>
<td>Verify that a direct transfer voucher payment from a Fi$Cal Billed Department records and applies a receipt for a direct transfer receivable within the Fi$Cal Billing Department.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td>Generate Remittance Report</td>
<td>Generate the remittance report and review the output.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Update an Open Receivable</td>
<td>Update an open receivable in the AR Module.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Write off a Receivable</td>
<td>Write off a receivable that is overdue/not available for collection.</td>
</tr>
</tbody>
</table>
## Wave 2 UAT Scenarios

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Generate Dunning Letter for a Customer</td>
<td>Generate a dunning letter for a customer with overdue receivables.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Apply a Credit to a Receivable</td>
<td>Create a maintenance worksheet to apply a customer credit to an open receivable for that customer.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Create an On Account Payment Refund</td>
<td>Create a maintenance worksheet to refund a customer on account overpayment.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Generate Summary AR Report</td>
<td>Generate the Summary AR Report of receivables within the AR Module.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Generate AR Aging Report</td>
<td>Generate the AR aging report and review the output.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Generate Customer Statements</td>
<td>Generate customer statements for customers with overdue receivables.</td>
</tr>
<tr>
<td>AR5 - Collect Receivables</td>
<td>Generate Outbound AR Extract Files</td>
<td>Generate outbound AR extract files for department to load into their external system.</td>
</tr>
</tbody>
</table>
## Wave 2 UAT Scenarios – DGS Specific

<table>
<thead>
<tr>
<th>Business Process</th>
<th>UAT Scenario</th>
<th>Brief Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Process ABMS interface files</td>
<td>Receive and process an ABMS interface file. Verify that bills are created within the billing module.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Finalize an ABMS Interfaced invoice</td>
<td>Finalize a bill created by an ABMS interface file.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Adjust an invoice through an ABMS interface file</td>
<td>Receive and process an ABMS interface file that adjusts a finalized invoice. Verify that the adjustment bill is created within the billing module.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Reclassify invoice coding from parent project to a child project</td>
<td>Create a GL Journal Entry to reclassify invoice coding from a parent project to a child project.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Create a Prepayment Invoice from Customer Contracts</td>
<td>Create a prepayment invoice from Customer Contracts.</td>
</tr>
</tbody>
</table>
# Wave 2 UAT Scenarios – DGS Specific

<table>
<thead>
<tr>
<th>Business Process</th>
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</tr>
</thead>
<tbody>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Generate Direct Transfer to SCO file</td>
<td>Generate Direct Transfer to SCO extract files for SCO to load direct transfer data into their system.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Generate Direct Transfer to CALSTARS files</td>
<td>Generate Direct Transfer to CALSTARS extract files for CALSTARS to load direct transfer data into their system.</td>
</tr>
<tr>
<td>AR2 - Generate and Adjust Invoices</td>
<td><strong>DGS Departmental Only:</strong> Generate Invoice for Web Portal Report</td>
<td>Generate the Invoice for Web Portal report and review the output.</td>
</tr>
<tr>
<td>AR4 - Process Payments</td>
<td><strong>DGS Departmental Only:</strong> Process Receipts from AR Automatic Deposit Creation Process</td>
<td>Receive and process an AR Automatic Deposit Creation Interface file. Verify that receipts are generated and applied to direct transfer receivables for non-FI$Cal Billed Departments only.</td>
</tr>
</tbody>
</table>
UAT Scenarios

- **Collect Additional UAT Scenarios**
  - Open dialogue to solicit additional UAT Scenarios for usage during UAT
    - **AR1** – Setup and Maintain Customers
    - **AR2** – Generate and Adjust Invoices
    - **AR3** – Enter and Maintain Receivables
    - **AR4** – Process Payments
    - **AR5** – Collect Receivables
Next Steps

- Review and Complete the AR Scenarios as part of the BUSN242 Response Template due **Friday, February 27, 2015**
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