KFS Cash Operations and Accounts Receivable
A Procedural Guide for Kuali Financial Systems eDocs
Office of the Bursar

2019
# Table of Contents

<table>
<thead>
<tr>
<th>eDoc / Process</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Receipt (CR)</td>
<td>3</td>
</tr>
<tr>
<td>Advance Deposit (AD)</td>
<td>8</td>
</tr>
<tr>
<td>Credit Card Receipt (CCR)</td>
<td>11</td>
</tr>
<tr>
<td>Customer eDoc (CUS)</td>
<td>14</td>
</tr>
<tr>
<td>Create New Customer (CUS)</td>
<td>16</td>
</tr>
<tr>
<td>Customer Edit Adding Alternate Address (CUS)</td>
<td>20</td>
</tr>
<tr>
<td>Customer Invoice (INV)</td>
<td>23</td>
</tr>
<tr>
<td>Correction Button – Customer Invoice</td>
<td>28</td>
</tr>
<tr>
<td>Customer Invoice – Batch Upload</td>
<td>29</td>
</tr>
<tr>
<td>Customer Invoice – Batch Print</td>
<td>33</td>
</tr>
<tr>
<td>Customer Credit Memo (CRM)</td>
<td>35</td>
</tr>
<tr>
<td>Cash Control (CTRL)</td>
<td>38</td>
</tr>
<tr>
<td>Payment Application (APP)</td>
<td>41</td>
</tr>
<tr>
<td>Customer History Report</td>
<td>44</td>
</tr>
<tr>
<td>Notes/Tips</td>
<td>46</td>
</tr>
<tr>
<td>Questions?</td>
<td>48</td>
</tr>
<tr>
<td>Appendix A: Accounts Receivable FAQs</td>
<td>49</td>
</tr>
<tr>
<td>Appendix B: Procedures on Billing UCH</td>
<td>52</td>
</tr>
<tr>
<td>Appendix C: Procedures on Billing CT State Agencies</td>
<td>53</td>
</tr>
<tr>
<td>Appendix D: KFS eDoc Quick Reference Guide</td>
<td>60</td>
</tr>
</tbody>
</table>
Cash Receipt (CR)

- Used to record cash and checks for subsequent deposit into bank accounts by Cash Operations
- A CR eDoc should be submitted on every day that you receive payment regardless if funds are brought to Cash Operations
  - If the deposit is less than $500, funds must be delivered to Cash Operations within 7 calendar days.
  - Once total of cash/check received equals or exceeds $500, funds **must** be delivered to Cash Operations by the end of the following business day.
- The CR eDoc routes to Cash Operations staff for approval after the deposit has been brought to the Cash Operations Office.

To create a Cash Receipt:

- **Main Menu Tab**
  - Transactions
  - Financial Processing
  - Cash Receipt
**Cash Receipt (CR) (continued)**

Use the drop down menu to choose between entering “Individual Checks/Batches” or “Total Only”. Use “Individual Checks/Batches” to list checks individually in the eDoc. For large number of checks, use ‘Total Only’ to enter total amount of checks in the box, and attach Excel spreadsheet to Notes and Attachments tab. Excel file should include check #, date, and amount. If ‘Total Only’ is selected and a spreadsheet is not attached, the eDoc could be disapproved. All checks should have the date received stamped/written on the back.

**Enter Description:** Department, Date, $ Amount

**Enter currency and coin count here.** Denominations **MUST** match what is brought to Cash Operations.
Cash Receipt (CR) (continued)

If “Individual Checks/Batches” was selected above, then enter individual check details here: Check #, Date of Check, Description (name on check), and Amount. Click “add” after entering each check.

Enter Accounting Lines: Account Number, Object Code, and Amount. (If using expense object code, amount entered must be negative)

Enter Line Description (not required, but appears on General Ledger)

Click ‘add’ button after entering each Accounting Line
Click "submit". This will route the CR eDoc to Cash Operations for approval.

After eDoc is submitted, a message appears: “Document was successfully submitted”

Click on pdf icon beside Print Cash Receipt Coversheet to retain copy for your records. You do not need to print a copy for Cash Operations.

Note: Reconciliation Total and Accounting Line(s) Total should equal each other

Backup Documentation for the deposit must be attached in Notes and Attachments. Backup includes but is not limited to: register receipts, handwritten receipts, invoices, payment logs, etc.
Cash Receipt (CR) (continued)

• All deposits brought to Cash Operations must be delivered in a sealed fraud-stopper bag. These bags can be obtained from Cash Operations or you may use your own as long as they are tamper-proof.

• Two copies of the Cash Receipt Form, which can be found on the Cash Operations website, should be filled out and left outside the bag. This receipt is your proof of delivery to Cash Operations and should be retained by your department as part of your backup documentation for that day’s deposit.
Advance Deposit (AD)

- AD’s are used to record receipt of funds that are credited directly to Bank of America and do not come through Cash Operations. This includes:
  - Wire or ACH payments
  - RDS check deposits
  - Regional campuses and other off-campus locations

To Create an Advance Deposit

- **Main Menu Tab**
  - Transactions
  - Financial Processing
  - Advance Deposit
Advance Deposit (AD) (continued)

RDS users must list location number in Organization Document Number field, for example “67000002”

Enter Description: Department, Date, $ Amount

Enter Date, Reference Number (mandatory field, Cash Operations does not have specific requirements on what is entered here)

Enter Amount and click ‘add’

Enter lines based on tender type and amount of each tender. Enter tender in Description field (example below). If this were a wire payment, the description would be “wire”. Select “add” after each line. You can add additional information to the description, as long as it begins with the tender type. For example, **Cash – t-shirt sales 5/2017**
**Advance Deposit (AD) (continued)**

Enter Accounting Lines: Account Number, Object Code, and Amount. Note: Total of Accounting Lines must equal the total entered in the Advance Deposit tab.

Enter Line Description (not required but appears on General Ledger)

Backup Documentation for the deposit must be attached in Notes and Attachments. Backup includes but is not limited to: register receipts, handwritten receipts, invoices, payment logs, etc.

Select “Submit” once eDoc is completed. This will route the AD to Cash Operations for Approval.

Select “add” after entering each Accounting Line
Credit Card Receipt (CCR)

- Used for departmental deposit of credit card receipts.
- Records income received via credit card payments.
- Negative accounting lines are acceptable.

To Create a Credit Card Receipt:

- Main Menu Tab
  - Transactions
  - Financial Processing
  - Credit Card Receipt

Enter Description (date of transactions MM/DD/YY, Amount, last three digits of merchant number)

Enter Credit Card Type (click on Magnifying Glass for options)
Credit Card Receipt (CCR) (continued)

Once options are displayed, choose correct Credit Card Type Code, click ‘return value’

Click ‘search’ and system will show available options below

Enter Vendor Number (10 digit number assigned or click magnifying glass for lookup)

Enter Date, Ref Nbr (Reference Number) and Amount

Click ‘add’

Enter Account Number, Object Code, and Amount

Click ‘add’

Enter Line Description (not required but appears on General Ledger)

Click ‘submit’

Note: Accounting Line Total must equal the Credit Card Receipt
Credit Card Receipt (CCR) (continued)

After a document has been saved, the General Ledger Pending Entries tab will populate with debits and credits.

**Note:** Utilizing the General Ledger Pending Entries Tab is a beneficial tool to confirm entries prior to submission.

Please attach supporting documentation for CCR’s in the Notes and Attachments section - supporting documentation can be a copy of the daily settlement or any other report run to confirm the daily credit card activity.
Customer eDoc (CUS)

- Used to create new customers and edit existing customers.
- KFS auto-generates new customer account numbers. See specifications below for further details.
- Stores customer biographical information (address, phone number, customer type, tax ID, etc.) Note: customer email address is a required field – used to generate eStatements.
- Allows multiple addresses for each customer.

*Note: Customer statements are strictly mailed to the primary address

Customer eDoc Specifications

1) The customer account number is based on user entry in customer name field. The customer name must be entered as last name, first name. A customer account number will be auto-generated and consist of the first 3 letters of the last name and 4 to 5 numerical digits, (i.e. Doe, John customer account number would be DOE12345).

2) Customer accounts should not have special characters in the first 3 digits (i.e., C&S Distributors - enter customer name as ‘Distributors C&S). Customers who have special characters in their account number will affect reporting when running reports in Web FOCUS.
**Confirm Customer Not In Existence**

*Note:* Prior to creating a new customer, you must search KFS to confirm a customer does not already exist. For example, if you were searching for Subway, you would click into the customer name field and enter the name surrounded by asterisks:

1. Click into the ‘Customer Name’ field and type the name: *subway*.
2. Be sure to click the ‘Both’ radio button to view all accounts (active & inactive).
3. Click ‘search’

If customer exists, results appear here - to edit customer bio, click ‘edit’ or to view customer transaction history, click ‘report’.
Create New Customer (after confirming customer does not exist)

To Create a New Customer:

- Maintenance Tab
- Accounts Receivable
- Click Customer

While in the Customer Lookup screen:

1) Click ‘create new’ to create a new customer or
2) Click ‘search’ to edit an existing customer
Create New Customer  (continued)

Tabs: Document Overview & General Information

Enter Description of eDoc (wording should be consistent with like eDocs)

Required fields marked with asterisk (*)

Enter Customer Name as last name, first name

Collection Status defaults to ‘Current’

The ‘Address Name’ field is the name which prints on Customer Statement

*It is acceptable to enter first name, last name in this section
Create New Customer (continued)

Options from the Customer Type Dropdown Menu:

- GF - Govt-Federal
- CT - Core-CT Customer
- GS - Govt-Other states
- BC - Business concerns (For profit)
- NP - Non-profit organization
- FR - Foreign business/govt
- IO - Individual-other
- IS - Individual-student
- CI - Clubs & org (students)
- UF - UConn Foundation
- OT - Other types not applicable
- HC - UConn Health Center

**The most common customer type is IO for Individual Other**

**Tabs:** Contact Information, Addresses, Notes and Attachments

**Customer Contact Information**

**IMPORTANT:**
Contact Information: Enter as much contact information as possible. The more information you enter, the better chances the AR Office/collection agency has at recovering funds if customer fails to pay

**Minimum recommendation:**
include customer phone number or email and contact name

**Customer Address Information**

Complete the required address fields (*)

**Email Address**

Email Address is a required field - needed to generate eStatements

Click ‘add’
Create New Customer (continued)

Notes and Attachments

Anytime there is an update to a customer address or issue with an invoice/payment, a note should be entered in the customer account. If ever a credit memo is necessary, a note must be entered as to why the credit memo is required and emails or supporting documentation should be attached.

Tabs: Ad hoc Recipients

Ad Hoc Recipients can also be useful, for example if you must inform your supervisor of an invoice you created or you want another KFS user to acknowledge an eDoc, etc. Simply enter the action requested, enter the person you are ad hoc-ing, and click the ‘add’ button.

Once all tabs are completed and all customer information is entered, you may click ‘submit’ at bottom of eDoc and the customer eDoc will be routed to the AR Manager’s action list for approval.

Every eDoc has a route log which will display Pending Action Requests (current approval), as well as any Future Action Requests (future approval(s) in the workflow).

Note: Departments will not be notified when the Customer has been approved. If you need the customer approved prior to the 24 hour turnaround rule, please contact the Accounts Receivable Office at 5995 to request an exception.
Customer Edit – Adding Alternate Address

Alternate addresses are often necessary for larger customer accounts, for example the UConn Health Center. To add an alternate address, the customer account needs to be edited. Follow these steps to add an alternate address:

To Create an Alternate Address:

1. Maintenance Tab
2. Accounts Receivable
3. Customer

Result appears, click ‘edit’ at bottom left of screen.

Click ‘edit’ when customer account appears
**Customer Edit – Adding Alternate Address (continued)**

![Image of UConn Finance Systems interface](image)

### General Information

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number: UC8814</td>
<td>Customer Number: UC8814</td>
</tr>
<tr>
<td>Customer Name: UCONN HEALTH CENTER</td>
<td>Customer Name: UCONN HEALTH CENTER</td>
</tr>
<tr>
<td>Customer Alias Type: VENFAC</td>
<td>Customer Alias Type: VENFAC</td>
</tr>
<tr>
<td>Customer Alias 1: 777760100</td>
<td>Customer Alias 1: 777760100</td>
</tr>
<tr>
<td>Customer Alias 2: LIMITS</td>
<td>Customer Alias 2: LIMITS</td>
</tr>
<tr>
<td>Collection Status: Current</td>
<td>Collection Status: CURRENT</td>
</tr>
<tr>
<td>Last Collection Status Change Date: 07/19/2012</td>
<td>Last Collection Status Change Date: 07/19/2012</td>
</tr>
<tr>
<td>Active Indicator: Yes</td>
<td>Active Indicator: Yes</td>
</tr>
<tr>
<td>Customer Record Add Date: 06/29/2012</td>
<td>Customer Record Add Date: 06/29/2012</td>
</tr>
<tr>
<td>Last Activity Date: 05/21/2015</td>
<td>Last Activity Date: 05/21/2015</td>
</tr>
<tr>
<td>Last Address Change Date: 03/25/2015</td>
<td>Last Address Change Date: 03/25/2015</td>
</tr>
</tbody>
</table>

### Contact Information

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth Date:</td>
<td>Birth Date:</td>
</tr>
<tr>
<td>Email Address:</td>
<td>Email Address:</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>Phone Number:</td>
</tr>
<tr>
<td>800 Phone Number:</td>
<td>800 Phone Number:</td>
</tr>
<tr>
<td>Fax Number:</td>
<td>Fax Number:</td>
</tr>
<tr>
<td>Contact Name:</td>
<td>Contact Name:</td>
</tr>
<tr>
<td>Contact Phone Numbers:</td>
<td>Contact Phone Numbers:</td>
</tr>
</tbody>
</table>

Add new contact information

---

21
1) Edit customer address and click ‘add’
2) At the bottom of the eDoc click ‘submit’
Customer Invoice (INV)

- Prepare an invoice to bill for goods and/or services provided.
  - Describe transaction – enter description in Document Overview section which will be helpful at first glance. Be sure to enter text that will be meaningful to you in the future should you need to research a transaction
  - Identify customer
  - Enter accounting lines
- Option to save invoice eDoc which can be completed at a later time, if necessary.
- Submit invoice eDoc.
- See Accounts Receivable FAQs for instructions on how to bill other state agencies.

To Create a New Customer Invoice:

- **Main Menu Tab**
  - Transactions
  - Accounts Receivable
  - Click Customer Invoice
Customer Invoice (continued)

Under Billing/Shipping Tab, enter ‘Bill To Address Identifier’ or click on the magnifying glass to search.

If no ‘Ship To Address’ is selected, goods are treated as picked up at Billing Organization’s location.

A Ship To Address may be added in the Customer Edit function, and then selected here if the Shipping Address differs from the Billing Address.

Under General Tab, enter Customer Number or click magnifying glass to search by name.

PO# is required on UCH invoices. Some Customer AP dept’s require PO# on invoice or payment will not be processed provided.

Enter Description (appears on Customer Statement not on Invoice)

Enter Organization’s Invoice Number (optional)

PO# is required on UCH invoices. Some Customer AP dept’s require PO# on invoice or payment will not be processed provided.

Enter Attention Line Text (whom you are sending invoice) Required for UCH invoices.

Due date defaults to 30 days

Enter optional fields, as needed

Populates Billing Organization Code (based on Initiator)
Customer Invoice (continued)

Enter Account Number and Object Code (revenue)

Enter Invoice Item Quantity, Invoice Item Description, and Invoice Item Unit Price

Invoice Item Description appears on Customer invoice. Character limit 100+

Note: The Invoice Item Service Date currently does not appear on the Invoice - the information entered in the Invoice Item Description is what shows up on the General Ledger description.

Any backup or notes regarding the invoice should be included in the Notes and Attachments section - emails or documents can be attached/added as well.

Click ‘add’. Click ‘submit’. Once clicked, you need to click ‘reload’ button to be able to print pdf of invoice to send (via email or regular mail) to the customer.
Customer Invoice eDoc: Refer to page 25 to see where each field appears on invoice

<table>
<thead>
<tr>
<th>Document Overview</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Anticipated Scholarship for Transfer Sh</strong></td>
<td><strong>Anticipated Dr. Arthur C. Banks Scholarship for student Victor Vasquez who is transferring to UConn from Capital Comm College for 2014 - 2015. No PeopleSoft ID yet.</strong></td>
</tr>
<tr>
<td><strong>Organization Document Number</strong></td>
<td><strong>Total Amount:</strong> $500.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Processing Chart Code:</strong> UC - University of Connecticut</td>
<td><strong>Billing Chart Code:</strong> UC - University of Connecticut</td>
</tr>
<tr>
<td><strong>Processing Organization Code:</strong> 1967</td>
<td><strong>Billing Organization Code:</strong> 1967</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recurrence Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Recurrence Interval Code:</strong></td>
<td><strong>Total Number of Recurrences:</strong></td>
</tr>
<tr>
<td><strong>Recurrence Begin Date:</strong></td>
<td><strong>Recurrence End Date:</strong></td>
</tr>
<tr>
<td><strong>Active Indicator:</strong></td>
<td><strong>Invoice Initiator:</strong> -</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Number:</strong> CAP1742</td>
<td><strong>Customer Name:</strong> CAPITAL COMMUNITY COLLEGE</td>
</tr>
<tr>
<td><strong>Customer Purchase Order Number:</strong></td>
<td><strong>Customer Purchase Order Date:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Statement Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Billed By:</strong></td>
<td><strong>Print Date:</strong> 06/06/2014</td>
</tr>
<tr>
<td><strong>Attention Line Text:</strong></td>
<td><strong>Print Invoice Indicator:</strong> Send to BILL Queue</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing/Shipping</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bill To Address:</strong></td>
<td><strong>City:</strong> HARTFORD</td>
</tr>
<tr>
<td><strong>Address Type:</strong> Primary</td>
<td><strong>State:</strong> Connecticut</td>
</tr>
<tr>
<td><strong>Address Name:</strong> CAPITAL COMMUNITY COLLEGE</td>
<td><strong>Postal Code:</strong> 06103</td>
</tr>
<tr>
<td><strong>Address 1:</strong> 500 MAIN ST</td>
<td><strong>International Postal Code:</strong></td>
</tr>
<tr>
<td><strong>Address 2:</strong></td>
<td><strong>Country:</strong> United States</td>
</tr>
<tr>
<td><strong>Email Address:</strong></td>
<td><strong>Address To:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting Lines</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accounting Lines:</strong></td>
<td><strong>Amount:</strong> $0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting Source</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Source:</strong></td>
<td><strong>Account Number:</strong></td>
</tr>
<tr>
<td><strong>Sub-Account:</strong></td>
<td><strong>Sub-Object:</strong></td>
</tr>
<tr>
<td><strong>Object:</strong></td>
<td><strong>Project:</strong></td>
</tr>
<tr>
<td><strong>Org Ref Id:</strong></td>
<td><strong>Amount:</strong> $0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting Item</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Invoice Item Code:</strong></td>
<td><strong>Invoice Item Description:</strong> PENDING SCHOL FOR VICTOR VASQUEZ 2014-2015</td>
</tr>
<tr>
<td><strong>Invoice Item Quantity:</strong></td>
<td><strong>Invoice Item Service Date:</strong> 5A</td>
</tr>
<tr>
<td><strong>Invoice Item Unit Of Measure Code:</strong></td>
<td><strong>Invoice Item Unit Price:</strong> 500</td>
</tr>
<tr>
<td><strong>Invoice Item Tax Name:</strong></td>
<td><strong>Invoice Item Tax Code:</strong> No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Ledger Pending Entries</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Notes and Attachments</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Posted Timestamp:</strong> 06/19/2014 04:42 PM</td>
<td><strong>Author:</strong> Colleen G Wells</td>
</tr>
<tr>
<td><strong>Note Text:</strong> Support from Capital Comm College attached</td>
<td><strong>Attached File:</strong> Choose File No file chosen</td>
</tr>
</tbody>
</table>
# Customer Invoice Example:

Refer to page 24 to see how the eDoc fields flow to the invoice.

## INVOICE

UNIVERSITY OF CONNECTICUT  
STORRS MANSFIELD, CT 06269  
FED ID #060772160

<table>
<thead>
<tr>
<th>QTY</th>
<th>UNIT</th>
<th>DESCRIPTION</th>
<th>ITEM CODE</th>
<th>UNIT PRICE</th>
<th>TAX AMOUNT</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FA</td>
<td>PENDING SCHOL FOR VICATOR VASQUEZ 2014-2015</td>
<td>500.00</td>
<td>0.00</td>
<td>500.00</td>
<td></td>
</tr>
</tbody>
</table>

(Additional invoice lines may be printed on the following pages)

NET 30 DAYS

- PRETAX TOTAL: 500.00
- TAX AMOUNT: 0.00
- PAY THIS: 500.00

---

**PLEASE MAKE CHECKS PAYABLE**  
University of Connecticut

<table>
<thead>
<tr>
<th>INVOICE DATE:</th>
<th>05/15/2014</th>
<th>INVOICE:</th>
<th>988020</th>
<th>CUSTOMER NBR:</th>
<th>CAP11742</th>
<th>DUE DATE:</th>
<th>06/14/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>UC4303650</td>
<td></td>
<td>ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC</td>
<td></td>
<td>REMIT TO: UNIVERSITY OF CONNECTICUT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC</td>
<td>CAPITAL COMMUNITY COLLEGE</td>
<td>950 MAIN ST</td>
<td>HARTFORD, CT 06103</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATTN: S. ANN SCHUMAN - SSCHUMAN@CCC</td>
<td>UNIVERSITY OF CONNECTICUT</td>
<td>Office of the Bursar</td>
<td>233 Glenbrook Rd - Unit 4231</td>
<td>Storrs, CT 06269</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The original purpose of the ‘Correction’ button on an unpaid customer invoice was for users to be able to correct or back out an invoice (due to typo/incorrect $ amount).
Customer Invoice – Batch Upload

- KFS allows for invoices to be uploaded and printed via batch by completing the AR_INV_CRM_Upload.xls template.
- To access the template, open the Customer Invoice eDoc and scroll down to the Accounting Lines tab and click on red question mark icon as shown here:
Customer Invoice – Batch Upload (continued)

AR_INV_CRM_Upload.xls

The AR_INV_CRM_Upload.xls template applies to Customer Invoice (INV) and customer credit memo(CRM) documents(Administration Tab).

The basic format of the template is shown below.

![AR_INV_CRM_Upload template format](image)

**Note:** Prior to uploading to KFS, first two rows of file must be deleted and saved as a .csv file

**Required columns are indicated in red.** The information page provides explanations of different columns

New customers must be uploaded/entered to KFS (and approved) prior to uploading a Customer Invoice .csv file

**IMPORTANT:** The data included in Column M – printinvoiceindicator – is essential to batch printing of invoices (see Customer Invoice – batch print for further information)
Customer Invoice – Batch Upload (continued)

Prior to uploading the completed .csv file to KFS, it is recommended to upload a test file to the KFS UAT environment. Contact 6-4357 for assistance.

To Upload a Batch Upload File:

- Administration Tab
  - Batch
  - Accounts Receivable
  - Customer Invoice/Credit Memo Upload (CSV)

Browse for the .csv file to be uploaded

Indicate a File Identifier consisting of letters and digits

Note: Field cannot be blank, click ‘add’
Customer Invoice – Batch Upload (continued)

Successful upload indicated

KFS returns SUCCESS line for each invoice and invoice eDoc number

OR an unsuccessful upload is indicated

KFS returns an ERROR line for each invoice and batch failure

If batch upload fails, print error screen, and submit service request to helpcenter@uconn.edu for assistance

After a successful upload in UAT, test batch print (instructions included on next page), then upload .csv file to KFS and batch print invoices
Customer Invoice - Batch Print

- To print customer invoices to a single pdf.
- **NOTE:** Pop-up blockers must be turned off or batch invoices will be lost. Customer invoice batches only print once. If batch is lost, each invoice must be printed individually from invoice eDoc.

To Batch Print Customer Invoice:

- **Main Menu Tab**
  - Reports
  - Accounts Receivable
  - Customer Invoice

If invoices have been uploaded, Column M from the .csv file (printinvoiceindicator) is considered to print.

If Column M value is U (User Queue)

- User ID – kfs
- Print invoices for date – indicate invoice date

Click the ‘generate print file’ button. After file has processed, click .pdf file in lower left corner.
Due to nature of upload, ALL invoice uploads that indicate 'U' in Column M must reference User Id – KFS to batch print (and in the invoice eDoc, not the initiator's NetID)

If the Column M value is ‘B’ (Billing Queue):

Chart Code – UC
Organization Code – (as indicated in Column D of the .csv file – billedbyOrganizationCode)
Print invoices for date – indicate invoice date
Org Type – click the Billing radio button

Click the ‘generate print file’ button. After file has processed, click .pdf file in lower left corner

Customer Credit Memo (CRM)

- To reduce charges (units or dollars – not both) on an existing invoice.
- Credit Memos can only be entered against an invoice with an outstanding balance.
- Routes to Fiscal Officer of revenue account being credited on original invoice and AR Manager for approval.
- Once approved, revenue that was received during creation of invoice is reversed.

To Create a Customer Credit Memo:

- Main Menu Tab
  - Transactions
  - Accounts Receivable
  - Click Customer Credit Memo

Enter Original Invoice Number

Click ‘continue’
**Customer Credit Memo (CRM)** (continued)

**IMPORTANT**: Customer credit memos are created to cancel charges on customer accounts. When a customer credit memo is created, it is extremely important for departments to enter a note in the Notes and Attachments section of the Customer Credit Memo eDoc. If your department is audited, you must provide documentation as to why you credited the customer’s account. Be sure to enter a note describing the reason for the credit on the account/cancellation of the invoice. The more information (emails/correspondence) you provide, the better.

- Enter Description
- Enter Explanation
- Input Quantity (units) or Amount (dollars) to be credited (*Do not enter both*)
- Click ‘recalculate’
- Copy and paste text in Explanation to the Notes and Attachments section
Customer Credit Memo (CRM) (continued)

Enter detail describing reason for credit memo

Click ‘add’

Attach emails/correspondence as backup in event your department is audited

Click ‘submit’
Cash Control (CTRL)

- Facilitates the entry and tracking of payment information.
- Payment amount cannot be negative.

To Create a Cash Control:
- **Main Menu Tab**
  - Transactions
  - Accounts Receivable
  - Cash Control

**REMINDER:**

**Relieving an existing KFS receivable**

The *Cash Control* eDoc is the eDoc to be used to relieve an existing receivable. If an invoice was created on a customer account, the only way to clear the receivable from the account is to either:

1) Enter cash control and apply payment via *Payment Application* or
2) Process *Customer Credit Memo*
Cash Control (CTRL) (continued)

- Enter Customer # or use search icon to search and return value
- Enter description (which will be reflected on reports and in general ledger)
- Enter date payment received
- Enter identifier associated with payment such as check number
- Enter amount of payment received
- Click ‘add’
- Remaining tabs are optional
- Enter Description
- Enter Explanation
- Click ‘submit’

Click ‘submit’
Submission of Cash Control automatically generates Payment Application. Click on Payment Application eDoc number to open.
**Payment Application (APP)**

- Used when funds are already in AR Module, but have yet to be applied to a specific invoice.

- Contains several unique tabs, in addition to standard financial transaction tabs:
  - Control Information
  - Summary of Applied Funds
  - Quick Apply to Invoice
  - Apply to Invoice Detail
  - Non-AR

To Create a Payment Application:

1. **Main Menu Tab**
   - Transactions
   - Accounts Receivable
   - Payment Application

Enter invoice eDoc being paid in Description field
**Payment Application (APP) (continued)**

Summary of Applied Funds tab tracks amount(s) being applied - open amount decreases and applied amount increases as funds are applied.

**Quick Apply to Invoice** tab allows you to quickly select multiple invoices and apply funds to each selected invoice in full.

Check Quick Apply box next to each invoice you wish to apply payment to. Click ‘apply’.

**Non-AR** tab allows for deposit of funds which are not related to payment of an invoice (to be used only by the AR Office).
Payment Application (APP) (continued)

Remaining tabs are optional

<table>
<thead>
<tr>
<th>Unapplied</th>
<th>show</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Ledger Pending Entries</td>
<td>show</td>
</tr>
<tr>
<td>Notes and Attachments (0)</td>
<td>show</td>
</tr>
<tr>
<td>Ad Hoc Recipients</td>
<td>show</td>
</tr>
<tr>
<td>Route Log</td>
<td>show</td>
</tr>
</tbody>
</table>

Click ‘submit’
Customer History Report

- Access to view invoices, payments, and credit memos on customer account.

To View Customer Report/History:

Maintenance Tab
Accounts Receivable
Customer

Search on Customer:

Enter the Customer Number and click ‘search’

When results are displayed, select ‘report’ on the customer you are seeking
Invoices with $0 in the ‘Unpaid/Unapplied Amount’ column have either been paid or cancelled. Invoices with amount in ‘Unpaid/Unapplied Amount’ column indicates balance remains on invoice.

To view eDoc detail, click “Document Number”.

Option to export to Excel spreadsheet for sorting/analysis.
Notes/Tips:

Miscellaneous information in regards to KFS invoices:

1) **Invoice Generation** - The responsibility falls on the university department to print and mail invoices to the Customer with the exception of other state agencies who require a Core-CT State Transfer Invoice. After submitting invoice, return to the bottom of the eDoc and click “reload”. The invoice will then go to “FINAL” status. At the bottom of the eDoc, click “generate print file”. This will bring up a .pdf file in another tab which can then be printed and mailed or sent to the customer via email. If the .pdf does not open, be sure to check for pop-up blockers and/or clear your cache.

2) **Relief of Receivable** - If department received payment directly and an invoice has been created in KFS, the department must create a cash control to relieve the receivable. Failure to do so by creating a cash receipt/credit card receipt/advance deposit to be directly deposited into your respective KFS departmental account, will result in the customer erroneously receiving a statement indicating payment continues to be due. Invoices must be properly relieved to prevent this from occurring.

3) **Quarterly Customer Statements** – Quarterly customer statements are generated and forwarded to the customer by the Accounts Receivable Office. Customers who have outstanding invoices greater than 60 days, receive a template past due letter requesting payment promptly. By the time the next customer statements are run and if the balance is not paid, the customer receives another past due letter informing them they are in jeopardy of being sent to an outside collection agency.

4) **Internal Billing** – The proper eDoc to be used when a University Department needs to bill another University Department is the Internal Billing eDoc. To access this eDoc follow this navigation: ☨ Main Menu Tab ➔ Transactions ➔ Financial Processing and click ‘Internal Billing’.

How can I confirm if an invoice has been paid?

If you know the eDoc #, you can perform a doc search at the main KFS screen.

1. Click on 'doc search'.
2. Enter 'Document Id' and click 'search'.
3. Result appears, click on eDoc.
4. After clicking on eDoc #, invoice opens, cursor to top right of screen to view 'Open Amount', if 0.00 then invoice has been relieved (either paid or cancelled).

In this example, invoice amount is 100.00 and remaining due is 100.00.
Questions?

Use help menu function from within eDocs by clicking on the question mark

<table>
<thead>
<tr>
<th>Topic</th>
<th>Name</th>
<th>Department</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUS, INV, CM, CTRL, APP</td>
<td>Angela Piela</td>
<td>Accounts Receivable</td>
<td>486-5995</td>
</tr>
<tr>
<td></td>
<td>Nicole Leblanc</td>
<td></td>
<td>486-0588</td>
</tr>
<tr>
<td>CR, CCR, AD, CTRL, APP</td>
<td>Hayley Hesse</td>
<td>Cash Operations</td>
<td>486-1676</td>
</tr>
<tr>
<td></td>
<td>Jeanine Lavigne</td>
<td></td>
<td>486-6633</td>
</tr>
<tr>
<td></td>
<td>Sherri Manis</td>
<td></td>
<td>486-6454</td>
</tr>
</tbody>
</table>

July 2019
Appendix A

Accounts Receivable FAQs

Am I required to invoice customers through KFS? What is the benefit to using the KFS AR Module for processing customer invoices?
The university requires a receivable be created in KFS for any goods and/or services provided by the University. Department revenue accounts are funded at the time the invoice (and related receivable) is created.

My department needs to invoice another state agency. How do I go about billing the other agency?
1) Prepare a customer invoice – most state agencies have already been set up as KFS customers with a customer type of CORE-CT. If you do not locate the customer account, contact the Accounts Receivable Office at 486.5995 to have the customer created.
2) Enter the contact name in the ‘Attention Line’ text field and include an email address for the recipient in the ‘Notes and Attachments’ tab.
3) Ad-Hoc the KFS AR Group as an FYI
   a. Group Namespace Code: KFS-AR
   b. Group Name: CORE-CT Receivables
Appendix A (continued)

Accounts Receivable FAQs

The Accounts Receivable Office prepares the State Transfer Invoice (STI) in the State of CT Financial System (Core-CT) and emails to the agency including any attachments in the eDoc. Other state agencies pay the University through Core-CT, the only exception is the UConn Health Center (UCH). UCH is billed through KFS using customer account UCO8414. To locate detailed step-by-step instructions on billing UCH, please see Appendix B at the end of this guide.

I clicked the ‘generate print file’ button and nothing happened. How do I print out the invoice(s)?

A new web page should have opened. Verify your pop-up blocker is disabled. If a message appears at the top of your screen, select to ‘always allow KFS to open the file’. Also, be sure to clear your browser cache.

I submitted an invoice and immediately realized the customer was billed the wrong amount, what do I do now?

A Customer Credit Memo must be prepared (see page 33 of KFS Procedural Guide). Credit memos are used to cancel an invoice (or a portion thereof) based on either a reduction in the unit quantity or dollar amount. If your customer has already received a copy of the invoice, you will need to mail the customer the credit memo for their records. The credit memo is available to be printed from the eDoc after it has been approved by the Fiscal Officer and an AR Manager.

I have a large number of invoices to generate, will the invoices need to be input one at a time?

No, KFS has an invoice upload feature which allows the user to upload batches of invoices. Contact the Accounts Receivable Office at 486-5995 to receive additional information.

What KFS account and object code am I supposed to use when setting up the invoice/receivable?

These fields refer to the intended income account(s). If you have questions as to what KFS account or object code to use, contact the Accounting Office.

Customer Invoice (INV)

Who is responsible for sending a KFS invoice to a customer?

The department initiating the invoice is responsible for sending the invoice to the customer. Once the invoice is submitted in KFS, scroll to the bottom of the invoice and click ‘reload’. Once eDoc reloaded, scroll back to the bottom and click ‘generate print file.’ This produces a PDF which can be printed and mailed or saved and sent as an attachment via email.
Accounts Receivable FAQs

The customer I am invoicing needs to set UCONN up as a vendor in their financial system, who completes this paperwork for the customer?

The Bursar's Office policy is to have the department providing the services to the customer to complete and submit vendor forms for customers. Most vendor forms require:

1) UCONN's remit to address as to where payments should be mailed is:
   UCONN Cash Operations, 233 Glenbrook Road, Unit 4231, Storrs, CT 06269-4231.
2) UCONN’s W-9 Form – This form can be downloaded from the following Tax & Compliance Office webpage: [https://tax.uconn.edu/general-information/](https://tax.uconn.edu/general-information/)
3) If the vendor form requires a UCONN contact name and phone number, this should be the departmental contact information.
Appendix B

Procedures on Billing UCONN Health Center (UHC)

Many UCONN departments invoice UHC on a regular basis. It is important to follow these procedures when invoicing UHC in order to receive payment timely:

1) Secure a purchase order number. The UHC Accounts Payable Office (AP) will not pay invoices without a purchase order. Prior to creating the invoice in KFS, your UHC contact should reach out to their AP Office to provide detail information regarding the goods and/or services provided as well as the amount of the goods/services.

2) Once the purchase order is set up, you can enter the KFS invoice on the UCH account (UC08414).

3) Be sure to include any backup documents in the Notes and Attachments section of the invoice.

4) Submit the invoice, once the page refreshes, scroll to the bottom of the eDoc and click the ‘Reload’ button then the ‘generate print file’ appears.

5) Click ‘generate print file’ and the invoice eDoc appears. If the pdf does not appear, make sure the pop up blocker is disabled. You can either print the pdf of the invoice or save and email with the backup to your UCH contact to forward to their AP Office.

At any point, you can look up the eDoc number by performing a doc search of the invoice number to see if/when the invoice is paid.

Paid Invoice:

Outstanding Invoice:
Appendix C

Procedures on Billing Other State of CT Agencies

UCONN departments are frequently required to bill other state agencies (often referred to as State Transfer Invoice) for various reasons or for goods and/services. This documentation is to provide you the steps of billing another state agency through the KFS system. Frequently billed state agencies have already been uploaded to KFS. If, when setting up an invoice, you cannot locate the agency, contact 860.486.5995 as the agency may have been consolidated with another agency. Please follow these steps to bill another state agency:

1) Navigate and click on the Customer Invoice eDoc at the main KFS webpage.

Navigate and click on Customer Invoice under Accounts Receivable.
Appendix C (continued)

Procedures on Billing Other State of CT Agencies

2) Within the ‘Document Overview’ folder, click into the ‘Description’ field and enter ‘Create Core-CT Invoice for DSS001’.

3) KFS will auto-populate your Organization detail behind the scenes when you enter the KFS environment.

4) Tab or click to the ‘General’ folder where you enter the Customer Number. KFS automatically sets up customer account numbers within the system. Unless the customer is one you frequently invoice, it is likely you will need to utilize the search function. To search a customer, click the magnifying glass to the right of the ‘Customer Number’ field.

The following appears, at which time you tab to the ‘Customer Name’ field and enter a portion of the agency name, surrounded by asterisks (wild card) and click ‘search’.

Wild Card Search
Appendix C (continued)

Procedures on Billing Other State of CT Agencies

An alternative option is to navigate to the ‘Customer Type’ field and select ‘CT – Core-CT Customer’ and click ‘search’.

The search results appear indicating the customer number is ‘SOC20500’. To select the customer, click ‘return value’.
Appendix C (continued)

Procedures on Billing Other State of CT Agencies

5) After selecting ‘return value’ KFS routes back to the invoice screen. In this example the Department of Social Services biographical data has been populated.
Appendix C (continued)

Procedures on Billing Other State of CT Agencies

6) Once the customer information is entered, the next step is to enter the Accounting Lines:
   - In the ‘Chart’ field enter ‘UC’
   - Tab to ‘Account Number’ and enter the KFS account number
   - Tab to the ‘Object’ and enter the KFS object code
   - Tab to ‘Invoice Item Quantity’ and enter the amount of item(s)
   - Tab to ‘Invoice Item Description’ and enter the billing details as to what the charges are for
   - Tab to ‘Invoice Item Service Date’ and enter the date of service or current date.
     **IMPORTANT:** This date is required by state auditors and often referred to as ‘Billing Period’
   - Tab to ‘Invoice Item Unit Price’ and enter the amount per unit
   - Click the ‘add’ button in the ‘Actions’ column on the far right

7) Once you click ‘add’, the accounting lines are totaled and if no additional lines are necessary, click ‘submit’.
Appendix C (continued)

Procedures on Billing Other State of CT Agencies

8) The next step is to navigate to the ‘Ad Hoc Recipients’ folder and enter the following:
   - In the ‘Namespace Code’ field enter ‘KFS-AR’
   - In the ‘Name’ field enter ‘CORE-CT Receivables’
   - Click the ‘add’ button

Ad hoc’ing the KFS-AR group notifies our office to set up the invoice in Core-CT. Once the state transfer invoice is set up, we email the entire packet which includes the KFS invoice, the Core State Transfer Invoice, and any backup detail provided by the department explaining the charges/purpose of the billing to the other state agency contact (if provided). If the department does not include a contact name on the KFS invoice, we email to the general AP email address for the particular agency.

![Ad Hoc Recipients](image)

After clicking ‘submit’ you will receive a message at the top left indicating the document was successfully submitted. Submitted invoices will automatically receive a status of ‘FINAL’ (as long as you received the ‘successfully submitted’ notification).

9) To print the invoice, navigate to the bottom left of the invoice and click the ‘generate print file’ button. If you do not see the ‘generate print file’, you first need to click the ‘reload’ button and then you should see the ‘generate print file’ button.

![Invoice](image)
Appendix C (continued)

Procedures on Billing Other State of CT Agencies

10) Be sure to include any backup documentation to be forwarded to the other agency in the Notes and Attachments section of the invoice eDoc. When AR forwards the invoice to the other agency, they will print out the documentation and forward with the State Transfer Invoice (STI). AR will copy you on the email to the other agency for your records.
### Cash and Accounts Receivable eDocs
#### Quick Reference Guide

<table>
<thead>
<tr>
<th>KFS eDoc Name</th>
<th>Abbreviated eDoc Name</th>
<th>Purpose of eDoc</th>
<th>Who Can Use?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Receipt</td>
<td>CR</td>
<td>To record cash and checks received by departments for subsequent deposit into bank accounts by Bursar’s Office.</td>
<td>Cash Receipt Initiator, Cash Operations</td>
<td>To be used for cash and/or checks received being brought to Cash Operations for deposit. If eDoc requires Ad Hoc approval, it must occur prior to delivery to Cash Operations.</td>
</tr>
<tr>
<td>Credit Card Receipt</td>
<td>CCR</td>
<td>To record the receipt of income via credit card payment.</td>
<td>All departments</td>
<td>A separate CCR eDoc is necessary for each credit card type. Currently there are two types: American Express and Visa/MasterCard/Other. This document can be used with a negative amount for chargebacks. Timely submission required.</td>
</tr>
<tr>
<td>Advance Deposit</td>
<td>AD</td>
<td>To record deposits forwarded directly to the bank.</td>
<td>All departments</td>
<td>To be used for receipt of wires or ACH payments, as well as RDS check batches.</td>
</tr>
<tr>
<td>Cash Control</td>
<td>CTRL</td>
<td>To record payments received for relief of an accounts receivable balance. This document assigns the payment to a particular customer.</td>
<td>Billing Orgs / Processing Orgs</td>
<td>To be used in conjunction with APP eDoc. If a cash payment is received, complete a CR, CTRL and APP. If a credit card payment is received, complete a CTRL and APP. If another type of payment is received (check, wire) then only CTRL and APP need to be completed. Note: APP is generated within the CTRL doc and should be completed (not saved) prior to submitting the CTRL.</td>
</tr>
<tr>
<td>Payment Application</td>
<td>APP</td>
<td>To apply funds received in a CTRL eDoc to a particular invoice for an identified customer.</td>
<td>Billing Orgs / Processing Orgs</td>
<td>A CTRL eDoc must be initiated prior to the APP. The APP can be accessed from the CTRL. If CTRL is used and the associated APP applies funds to unapplied, another APP eDoc would be needed to remove the amount from unapplied to a specific customer invoice.</td>
</tr>
<tr>
<td>Customer</td>
<td>CUS</td>
<td>To create a new customer to be invoiced or to edit an existing customer.</td>
<td>Billing Orgs</td>
<td>Each customer may have up to two Alias IDs for cross referencing between different billing orgs.</td>
</tr>
<tr>
<td>Customer Invoice</td>
<td>INV</td>
<td>To create an invoice for a specific customer.</td>
<td>Billing Orgs</td>
<td>Invoices should be created for any goods and/or services provided to non-student customers.</td>
</tr>
<tr>
<td>Customer Credit Memo</td>
<td>CRM</td>
<td>To credit a customer invoice for a specific quantity or dollar amount.</td>
<td>Billing Orgs</td>
<td>Credit memos are used to cancel an invoice (or portion thereof) based on either a reduction in the unit quantity or dollar amount.</td>
</tr>
</tbody>
</table>