QUANTUM FINANCIALS

Quantum Financials

A leap forward. Transforming systems. Empowering People!

Customer Billing Workshop

January 28, 2020

UNIVERSITY of MARYLAND BALTIMORE

Presenter

- Susan McKechnie-
  - Financial Services- AVP & University Controller
  - Quantum Project- Finance Lead

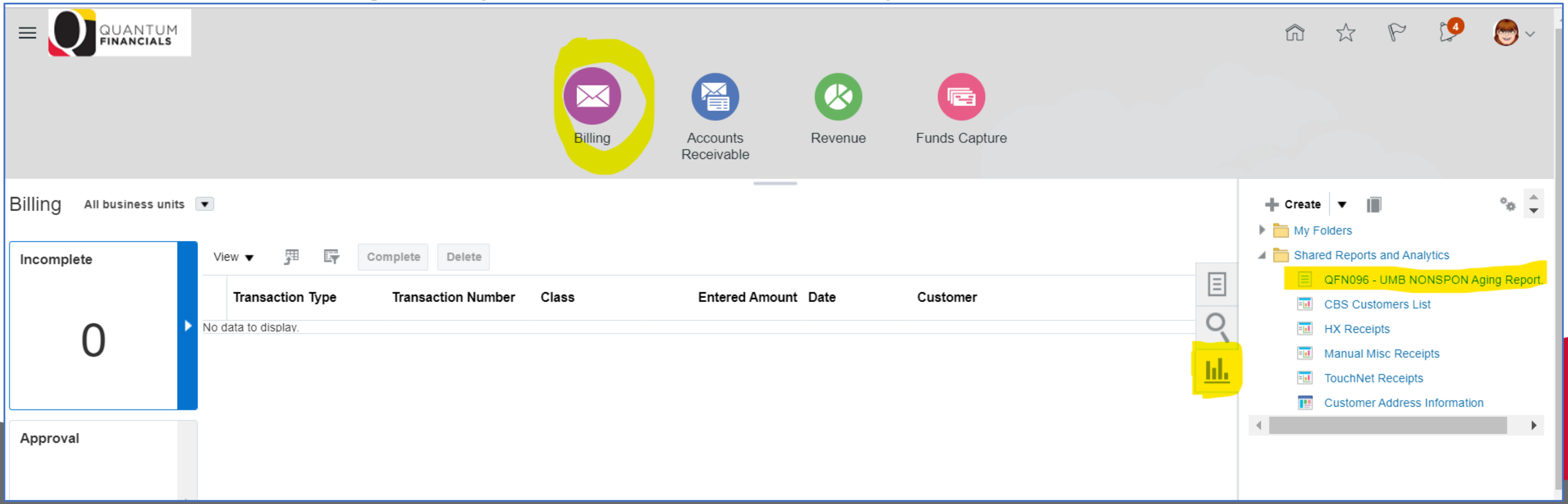
Agenda

- Reports
  - CBS Receivable Aging report
  - CBS Pending Revenue Aging report
  - Customer list
- Assignment of Customer Sites to Departments
  - Why?
  - Determine collector
  - Identifying your customer
  - Collections Dashboard
- Dunning letters
- Billing Pointers

Reports

Reports- CBS Receivable Aging Report

- Based upon the AR Object- 7132, 7137 and 7138
- Depts will have transactions only in 7132
- Should be run by Transaction Type to isolate departmental transactions
- Link appears in the Billing Reports and Analytics menu



Reports- CBS Receivable Aging Report

- Parameters:
  - As of date
  - Object
  - Transaction Type
  - Account Combo
  - Customer Account Number
  - Invoice Status (Open/Closed)
  - Disputes (Include/Exclude)

Reports- Receivables Aging Report

ORACLE Transactional Business Intelligence

Search All | Advanced | OTBI Help | Help | Sign Out

QFN096 - UMB NONSPON Aging Report

Home | Catalog | Favorites | Dashboards | New | Open | Signed In As **Dennis Drymala**

As of Date	Object	Transaction Type	Account Combo	Customer Account Number	Invoice Status	Disputes
12-18-2019	All	CASS	All	All	Open	All Rows

CBS Receivables Aging R...

Transaction Type: **CASS** — Account Combo: **7132-000-00000000-000000-00000000-000-00-00000-000**

Customer No	Customer Name	Bill To Site	Due Date	Bill Number	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+	Disp Code
CBS0000001	Capstone Management-Fayette Square	200001	12/13/19	1068001	7,902.92	7,902.92	0.00	0.00	7,902.92	0.00	0.00	0.00	0.00	0.00	

	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+
Capstone Management-Fayette Square:	7,902.92	7,902.92	0.00	0.00	7,902.92	0.00	0.00	0.00	0.00	0.00

Customer No	Customer Name	Bill To Site	Due Date	Bill Number	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+	Disp Code
CBS0000022	Community Law In Action	201704	09/15/19	R31-0009544	433.85	433.85	0.00	0.00	0.00	0.00	0.00	433.85	0.00	0.00	
CBS0000022	Community Law In Action	201704	11/26/19	1045002	433.85	433.85	0.00	0.00	433.85	0.00	0.00	0.00	0.00	0.00	

	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+
Community Law In Action:	867.70	867.70	0.00	0.00	433.85	0.00	0.00	433.85	0.00	0.00

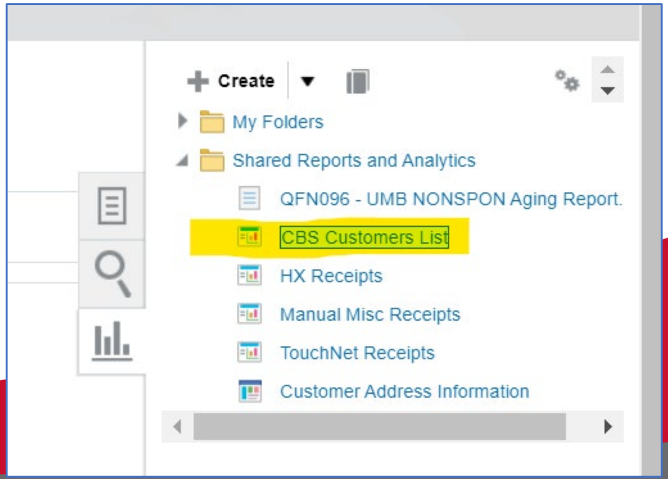
Customer No	Customer Name	Bill To Site	Due Date	Bill Number	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+	Disp Code
CBS0000123	Maryland State Bar Association	202424	05/19/19	R31-0008801	12,573.23	12,573.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12,573.23	
CBS0000123	Maryland State Bar Association	202424	06/19/19	R31-0009018	12,573.23	12,573.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	12,573.23	
CBS0000123	Maryland State Bar Association	202424	06/19/19	R31-0009019	6,250.00	6,250.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6,250.00	
CBS0000123	Maryland State Bar Association	202424	06/19/19	R31-0009020	1,496.85	1,496.85	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,496.85	

Reports- CBS Pending Revenue Aging Report

- Still in process- expect to make available in February
- Based upon the Memo Line- the revenue you will receive when it is collected
- Should be run by Transaction Type to isolate departmental transactions- can narrow it down to specific account combo
- Link will appear in the Billing Reports and Analytics menu

Reports- CBS Customer List

- In training class we pointed you to a seeded Oracle report but found that it did not display the complete address; it also retrieved the SPON customers so it was confusing
- A new custom report was created that details ALL CBS customers- we are working on providing a search prompt
- This report includes 2 key fields- Site Profile Collector and Billing Site- important for next topic
- Link appears in the Billing Reports and Analytics menu



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Reports- CBS Customer List

CBS Customers List

Registry ID	Customer Name	Customer Class	Site Number	Site Profile Collector	Billing Site	Site Address Line 1	Site Address Line 2	Site Address Line 3	Site C
CBS0000001	Capstone Management-Fayette Square	NONSPON	30031	Roshaun Nelson	200001	Attn: Margaret Schotto	518 W. Fayette Street		Baltim
			30032	Roshaun Nelson	200003	518 W. Fayette St	Fayette Square		Baltim
CBS0000004	Barnes & Noble University Bookstore	NONSPON	30033	Roshaun Nelson	201706	Suzanne Galinsky	621 W Lombard St	SMC Campus Center	Baltim
CBS0000006	Dentistry U.M.O.MS.A	NONSPON	30034	Roshaun Nelson	200755	Denise Genuit	650 W Baltimore St Suite 1401		Baltim
CBS0000010	Diagnostic Radiology	NONSPON	30035	Roshaun Nelson	201489	Att: Vicki Blevins	110 S. Paca Street		Baltim
CBS0000012	Faculty Practice, Inc	NONSPON	30036	Roshaun Nelson	202815	Debbie Mumey	650 W Baltimore St	Room 4309	Baltim
			30037	Roshaun Nelson	201082	250 W. Pratt St	Suite 901		Baltim
CBS0000014	Johns Hopkins University	NONSPON	30038	Roshaun Nelson	202759	A/P Service Center	PO Box 33499		Baltim
			30039	Roshaun Nelson	200911	5510 Nathan Shock Drive	STE 100		Baltim
			30040	SOM- Karen Clifford	10213000-200826	ATTN: Meredith McCormack	1830 E Monument St	5th Floor	Baltim
			30041	Roshaun Nelson	200827	ATTN: Dr. Nadia Hansel	1830 E Monument St	5th Floor	Baltim
			30042	Roshaun Nelson	200521	Dept of Pediatrics	200 North Wolf St	Rm 3157	Baltim
			30043	Roshaun Nelson	200912	855 N. WOLFE STREET	SUITE 279	SOM	BALT
			30044	Roshaun Nelson	201392	PO Box 33499	Accounts Payable		Baltim
			30045	Roshaun Nelson	202760	415 N. Washington Street			Baltim
			30046	Roshaun Nelson	200913	615 N Wolf Street Room W8104			Baltim
			30047	SOM-Janet Meyer	10105010-202266	1550 Orleans Street			Baltim
			30048	Roshaun Nelson	202267	Attn: Luke C. Mullany	615 North Wolfe Street		Baltim

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Assignment of Customer Sites to Departments

Assignment of Customer Sites to Departments

- Why?
  - Late in the development phase we discovered the functionality of the collection page and decided it was a great way for departments to manage their bills
  - In order for depts to be presented just their own bills, they need to be assigned to the Customer as the collector
  - It was too late to do this as part of the conversion process
  - We are phasing it in now and we already started with a few depts

Assignment of Customer Sites to Departments

- Step One- determine who is the Primary collector for each customer
  - Each customer site can have one Primary collector but we can have a backup collectors under the primary who will have the same access
  - If a collector leaves the dept we can reassign all the customers assigned to the old collector to a new primary collector
  - Action: Send email to GeneralAccounting@umaryland.edu identifying who your primary and back up collectors are for your "Transaction Type"
    - Ex- For Transaction Type = Financial Services we want Roshaun Nelson as Primary and Nicole King as backup

Assignment of Customer Sites to Departments

- Step Two- assign the collector to the customer
  - Most customers are unique to a dept so we can make the assignment based on history when you tell us who your primary collectors are
  - Some customers have been used by more than one dept so we need to decide who keeps the old one and who needs a new one- volume and current use will be the deciding factors

Identifying Your Customer When Creating a New Bill

- When creating a bill, you will use the Site field in the Bill-to section to identify which customer belongs to your dept
- This field appears on the CBS Customer list so you can always see which customer/customer sites belong to your dept

Identifying Your Customer When Creating a New Bill

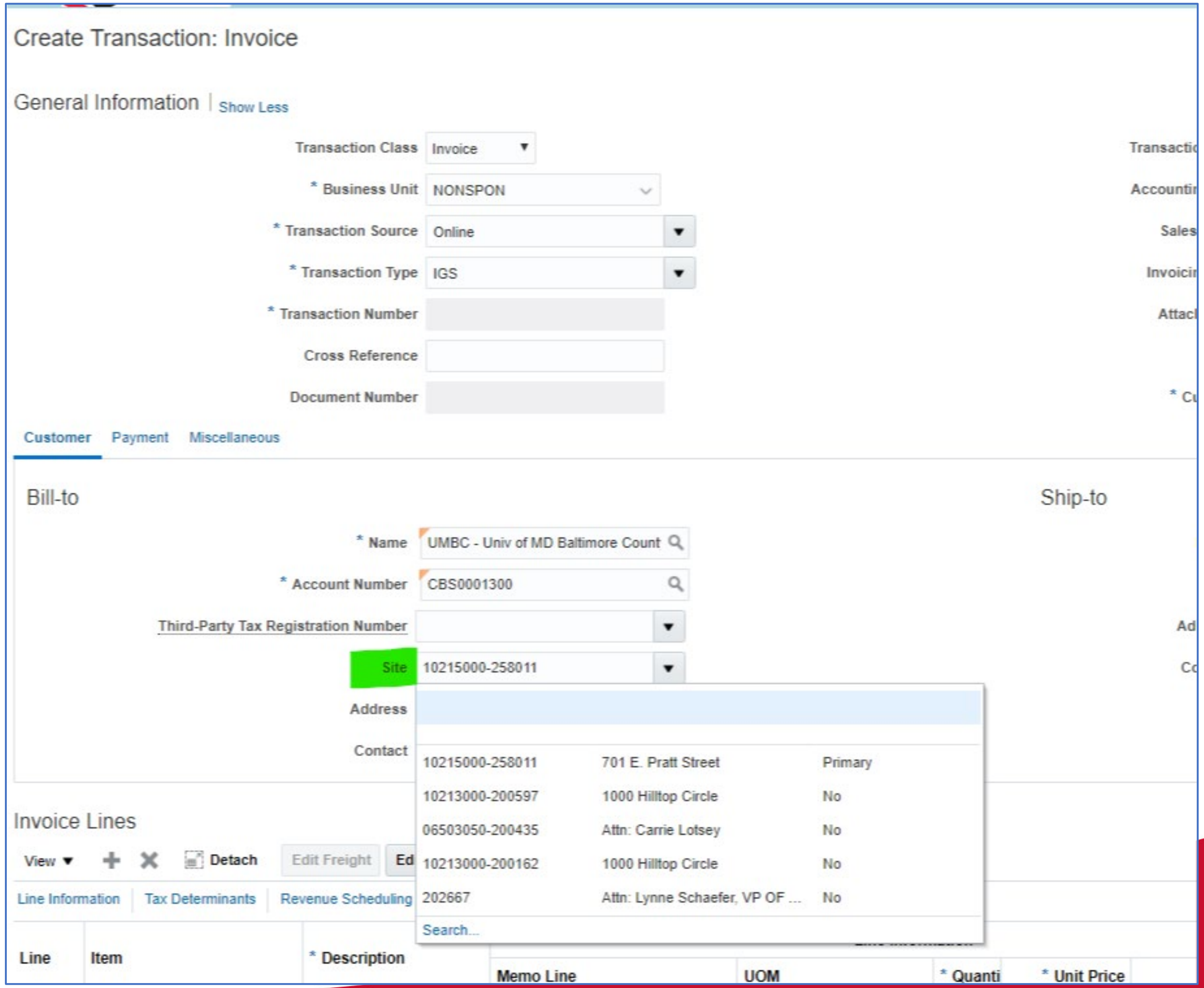
- Step One- assign a recognizable value to the customer bill site
  - Bill-to site numbers are generated by the system and must be unique
  - We can append a number to the system generated number- decision to use the Org number
  - The Org number doesn't have to match the account combo that is billed; initially we will use the Org number that corresponds with the Transaction Type
    - Ex- The Parking Transaction Type represents the org Parking and Transportation Services which is 06502000 so 06502000 will pre-fix their customer bill-to site number
    - Ex.- The Medicine Trans Type represents many orgs in the Department of Medicine all beginning with 10208xxx so 10208000 will pre-fix their customer bill-to site

Identifying Your Customer When Creating a New Bill

- Step One- assign a recognizable value to the customer bill site (cont'd)
  - We can create more granular levels of Transaction Types and Bill-to site assignments in the future but we want to get this first high-level assignment in process ASAP
  - We will not be waiting until we hear from every dept on their collector assignment before we start assigning; as soon as we receive the collector we will start assigning customers

Identifying Your Customer When Creating a New Bill

- Step Two- select the appropriate site on the bill
  - Need to click Show More
  - In the Site drop-down menu, select the site with your Org in the number



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Identifying Your Customer When Creating a New Bill

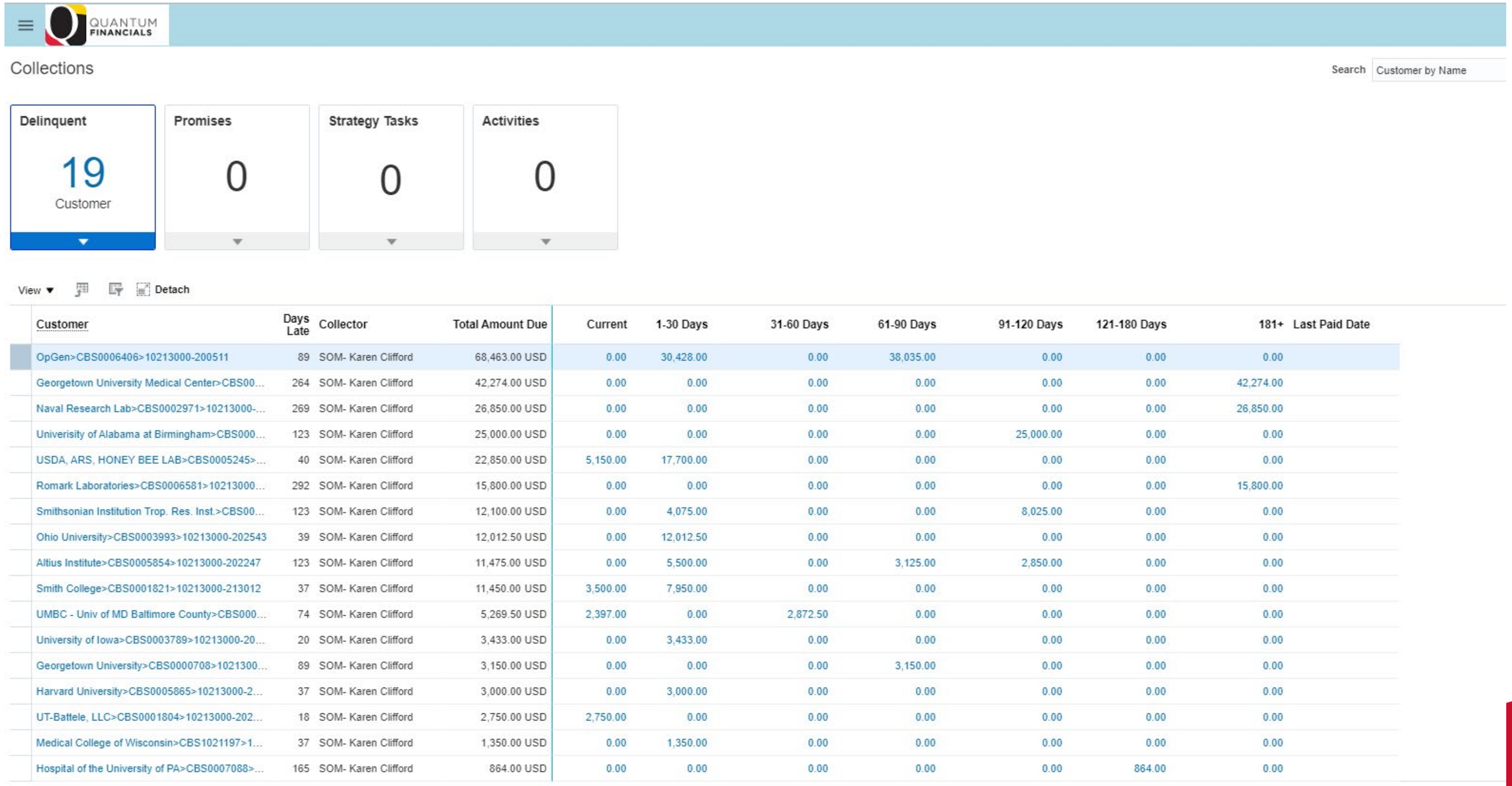
- We can’t prevent users from selecting customers that have been assigned to other orgs
- Please do not use a customer site that has been assigned to another org

Identifying Your Customer When Creating a New Bill

- But accidents happen- What happens if the wrong customer site is selected?
  - The bill will not appear on YOUR collection dashboard- it will appear on ANOTHER collector's dashboard
  - The bill cannot be edited to change a customer- it must be written off (adjusted) and re-created with correct customer site number
  - If the bill has already been paid in full before it is discovered, the transaction will not be changed

Collections Dashboard

- The goal is to see all of your customers as soon as you open the dashboard



Customer	Days Late	Collector	Total Amount Due	Current	1-30 Days	31-60 Days	61-90 Days	91-120 Days	121-180 Days	181+	Last Paid Date
OpGen>CBS0006406>10213000-200511	89	SOM- Karen Clifford	68,463.00 USD	0.00	30,428.00	0.00	38,035.00	0.00	0.00	0.00	
Georgetown University Medical Center>CBS00...	264	SOM- Karen Clifford	42,274.00 USD	0.00	0.00	0.00	0.00	0.00	0.00	42,274.00	
Naval Research Lab>CBS0002971>10213000-...	269	SOM- Karen Clifford	26,850.00 USD	0.00	0.00	0.00	0.00	0.00	0.00	26,850.00	
Univerisity of Alabama at Birmingham>CBS000...	123	SOM- Karen Clifford	25,000.00 USD	0.00	0.00	0.00	0.00	25,000.00	0.00	0.00	
USDA, ARS, HONEY BEE LAB>CBS0005245>...	40	SOM- Karen Clifford	22,850.00 USD	5,150.00	17,700.00	0.00	0.00	0.00	0.00	0.00	
Romark Laboratories>CBS0006581>10213000...	292	SOM- Karen Clifford	15,800.00 USD	0.00	0.00	0.00	0.00	0.00	0.00	15,800.00	
Smithsonian Institution Trop. Res. Inst.>CBS00...	123	SOM- Karen Clifford	12,100.00 USD	0.00	4,075.00	0.00	0.00	8,025.00	0.00	0.00	
Ohio University>CBS0003993>10213000-202543	39	SOM- Karen Clifford	12,012.50 USD	0.00	12,012.50	0.00	0.00	0.00	0.00	0.00	
Altius Institute>CBS0005854>10213000-202247	123	SOM- Karen Clifford	11,475.00 USD	0.00	5,500.00	0.00	3,125.00	2,850.00	0.00	0.00	
Smith College>CBS0001821>10213000-213012	37	SOM- Karen Clifford	11,450.00 USD	3,500.00	7,950.00	0.00	0.00	0.00	0.00	0.00	
UMBC - Univ of MD Baltimore County>CBS000...	74	SOM- Karen Clifford	5,269.50 USD	2,397.00	0.00	2,872.50	0.00	0.00	0.00	0.00	
University of Iowa>CBS0003789>10213000-20...	20	SOM- Karen Clifford	3,433.00 USD	0.00	3,433.00	0.00	0.00	0.00	0.00	0.00	
Georgetown University>CBS0000708>1021300...	89	SOM- Karen Clifford	3,150.00 USD	0.00	0.00	0.00	3,150.00	0.00	0.00	0.00	
Harvard University>CBS0005865>10213000-2...	37	SOM- Karen Clifford	3,000.00 USD	0.00	3,000.00	0.00	0.00	0.00	0.00	0.00	
UT-Battele, LLC>CBS0001804>10213000-202...	18	SOM- Karen Clifford	2,750.00 USD	2,750.00	0.00	0.00	0.00	0.00	0.00	0.00	
Medical College of Wisconsin>CBS1021197>1...	37	SOM- Karen Clifford	1,350.00 USD	0.00	1,350.00	0.00	0.00	0.00	0.00	0.00	
Hospital of the University of PA>CBS0007088>...	165	SOM- Karen Clifford	864.00 USD	0.00	0.00	0.00	0.00	0.00	864.00	0.00	

Collections Dashboard

- By default the transactions that appears are delinquent
- By drilling on a customer, transactions that have been collected can also be viewed

Collections Dashboard

- Personalization of the Collections Dashboard
  - The default columns are not very useful
  - Highly suggest making this page an aging dashboard for collection purposes
  - Use the following columns: Customer, Days Late, Collector, Total Amount Due, Current, 1-30, 31-60, 61-90, 91-120, 121-180, 181+, Last Paid Date
  - Demo

Dunning

Dunning

- We were delayed in running the dunning process so no dunning letters went out for October or November
- December letters were generated on Monday, 12/16; January letters were generated today (1/28)
- FYI- 3 dunning letters are required before we turn over an account to the State Central Collections Unit (SCCU) therefore, some accounts will go beyond the 120 day cutoff
- Communication with customers can be attached to the bills via the collections dashboard by collectors

Dunning

- Dunning letters can be viewed from Collections page- select Customer> History> Correspondence

Global Virus Network, Inc

Done

Account: CBS0001591 > Site: 202235

Profile | Transactions | Aging | Contact | **History** | Communication | Activities | Notes

Correspondence | Activity

View ▾ | Resend

Letter Name	Method	Date Sent	Contact	Address	Delivery Status
UMB_Send_Dunning_Letter	E-Mail	12/16/2019 08.2...	@ @	no-reply@umaryland.edu	Success

UMB_Send_Dunning_Letter: Transactions

Number	Class	Current Amount	Original Amount	Due Date	Days Late	Stage
1040000	Invoice	6,437.15 USD	6,437.15 USD	11/23/2019	65	
1040001	Invoice	9,427.60 USD	9,427.60 USD	11/23/2019	65	
R31-0009541	Invoice	0.00 USD	419.96 USD	09/15/2019	134	

CBS Billing Pointers

Billing Pointers

- When creating a bill:
  - Do NOT populate the field “Invoicing Rule”
  - Make sure you populate “Billing Contact”
  - Remember that the line Description field DEFAULTS to the Memo Line Descr but YOU CAN OVERRIDE IT
  - PERSONALIZE the bill lines section
    - Get rid of fields that are not used
    - Reorder the columns so that you enter the Memo Line BEFORE the Description field

CBS Resources

- Financial Services- General Accounting
  - GeneralAccounting@umaryland.edu
- UPKs for Customer Billing
  - http://cf.umaryland.edu/upk/quantum/PlayerPackage/data/toc.html

- Creating Customer Billing and Recording Disputes
  - Understanding Customer Billing
  - Search for Customer Information
  - Create Customer Billing Single User
  - Create Customer Bill Two Users
  - Duplicate an Existing Customer Bill
  - Reprint an Existing Customer Bill
  - Edit a Customer Bill
  - Delete a Customer Bill
  - Review Customer Accounts Balances
  - Search and View Bill Information
  - Inquiring On Customer Billing Receipts
  - Edit the Billing Dashboard View
  - Recording Disputes and Documenting Collection Notes
    - View Customer Online Billing Account Balances
    - Documenting Collection Notes
    - Create a Dispute
    - Inquire Into a Dispute
    - Adjust a Bill (Write Off Bill)
    - Writing Off a Wire Fee in Collections
    - Rework and Resubmit a Billing Adjustment After Rejection