

UC San Diego

Oracle: Advanced
Accounts Receivable
Invoicing



Virtual Course Basics



All Participants Muted

Use 'Chat' if experiencing technical difficulties or for periodic instructor led Q&A



Mandatory Course Workbooks

Access your Course Workbook:
https://ucsd.co1.qualtrics.com/jfe/form/SV_1SuvMofqkEtjy8R



Login to Oracle

Oracle Training Environment:

<https://ekgs-dev6.fa.us2.oraclecloud.com/>



Practice Exercises & Office Hours

Practice exercises provide step-by-step guidance for users and weekly office hours are available to support learning. Training Resources: <https://blink.ucsd.edu/finance/fis-project/fin-training.html>



Take 3 minutes to access your course workbook and complete the trainee information. Then try to login to the training environment.

Target Audience

Department staff
who prepare invoices to
send to External
Customers

OFC Roles Needed:

AR Invoice Entry; AR Inquiry and Reporting



Topics Not Covered in this Training



Project/Contract Accounts Receivable:

Oracle: Advanced Concepts in PPM Project Billing

Next offered: June 1st /3rd at 10:30-11:30am



Processing Internal Recharge Billing:

Oracle: Advanced Concepts in General Project Recharges

Next offered: June 4th/10th at 10:30-11:30am

To register and view updated offerings visit:

<https://blink.ucsd.edu/finance/fis-project/fin-training.html>

Course Outline

- Accounts Receivable at UC San Diego
- Introduction of the UCSD Accounts Receivable Policy
- Applying Multiple Revenue Distributions
- QUIZ Question #1
- QUIZ Question #2
- EXERCISE #1 – Create an Invoice
- PPM Generated Invoices and Credit Memos
 - How do they get into Receivables?
 - Can I view brief Contract/Project details on the invoice once in Receivables?
- Customer Balance Inquiry
- Reporting
- QUIZ Question #3
- Summary & Closing

Accounts Receivable at UC San Diego

Topic	Information
Scope	<ul style="list-style-type: none">• Includes: External entity receivables, contracts & grants, clinical services, non-patient billing from UC San Diego Health, other miscellaneous receivables, and employee receivables.• Excludes: Medical Center billing through Epic, gifts (Foundation & Regents), student accounts receivables, intercampus billing or recharges through UC Financial Control, internal recharges, Campus retail operations.
Customers	<ul style="list-style-type: none">• Customer setup and maintenance is managed centrally by the Accounts Receivable Office
Creating & Processing Invoices	<ul style="list-style-type: none">• Billing address: All invoice templates in the financial system must use the university's common billing address to ensure monies are collected centrally to be properly applied and reconciled to open receivables. The <u>department may not use their department address for billing nor directly collect any amounts due.</u>• Billing terms: Net 30. Billing contact information must be indicated in any agreements for services and/or goods between UC San Diego and external organizations.
Cash Receipts	<ul style="list-style-type: none">• Departments are responsible for claiming receipts, <u>including providing documentation to support any claim</u> to unclaimed payments.
Aging of Receivables and Collection Process	<ul style="list-style-type: none">• Collections is a shared responsibility between the Accounts Receivable Office and the department.• Each department incurs the financial risk and assumes the liability for all unpaid past due balances.• The accounts receivable office may modify past due invoices to add late fees.
A/R Subledger	<ul style="list-style-type: none">• Reconciliation of A/R subledger to general ledger is performed by the Accounts Receivable Office

Accounts Receivable Policy

Purpose

Establish governing guidelines for how the organization will handle the collection of monies due for services and goods provided. Sets standards and best practices to proactively manage receivables.

Customer Creation

Customers can only be created and managed by the Accounts Receivable Office staff with the appropriate credentials in the financial system. Requests to create new customers should be routed by departments to the Accounts Receivable Office.

Payment Methods

Outline acceptable payment methods (i.e. Cash, Checks, ACH, etc.) and define how miscellaneous receipts will be recorded. Establish centralized payment depositories for the organization business lines. Departments are prohibited from collecting payments.

Centralized Lockbox

Lockbox is a depository controlled by the bank. Payments received via Lockbox are deposited to the respective organization account and the payment information is provided to the organization for recording within the financial system. Collection process is streamlined minimizing delays.

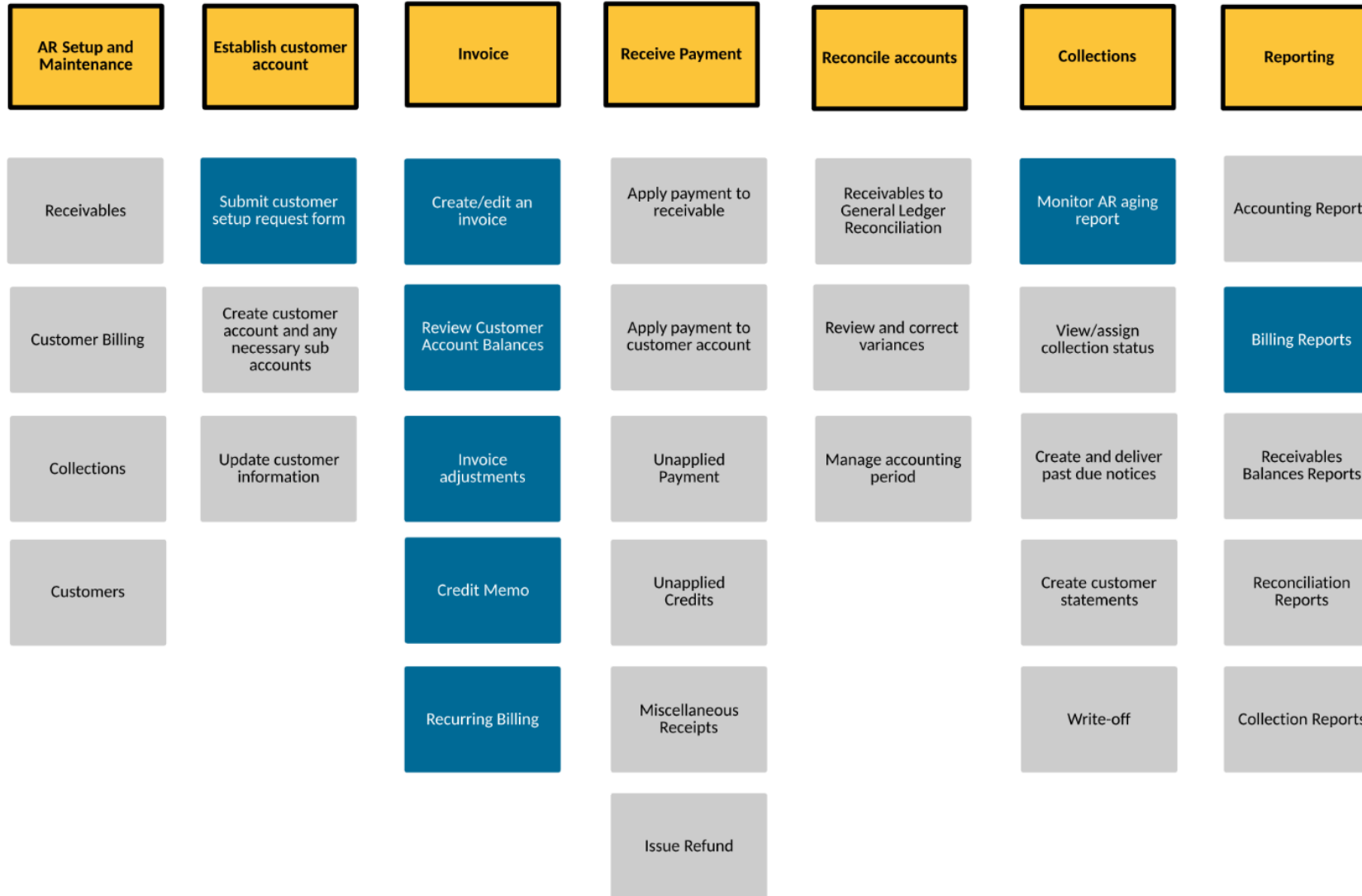
Aging of Receivables & Collections Process

At 120 days without settlement of the delinquent balance due, the Accounts Receivable Office will send the invoice to the designated collection agent. Introduction of application of late fees to delinquent accounts.

Recharges and Reporting

Billing for intercampus and inter-department transactions will not be processed in the Receivables work area in the financial system; these transactions will be processed within PPM. Billing/Collections/Accounting reports are accessible within the system to aid in managing Receivables, providing reports, and making business decisions.

Accounts Receivable Landscape



Invoices Posting to Multiple Revenue Chart Strings

➤ Invoices

- ✓ Provide services or goods
- ✓ Record in financial system

➤ What if services were provided by two different departments or business lines?

- Can both receive revenue?
- How do I record the split revenue in OFC?

View Image



UC San Diego University of California San Diego Central Cashier
9500 Gilman Dr #0009
LA JOLLA, CA 92093-0009

Bill-to: National Science Foundation (NSF)
UNITED STATES

Re: MP Program Income2
UNITED STATES
Account: 1

INVOICE
60

Purchase Order: MP Program Income2
Invoice Date: 4/7/20

Line Total	50.00
Total	50.00

Payment Terms: IMMEDIATE **Due Date:** 4/7/20 **Balance Due:** \$50.00

No.	Product	Description	UOM	Quantity	Unit Price	Amount
1		USD	EA	1	50	50.00
Line Total						50.00

Special Instructions

Make all checks payable to: The Regents of the University of California	Mail to: UCSD Cashier's Office
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OFC In-System DEMO



Source A

Source B

Edit Distributions [X]

View [Dropdown] [Grid Icon] [Print Icon] [Detach]

Line Number	Detail Line Number	Account Class	Distribution	Accounting Date	Allocation			Distribution Comments
					Percentage	Amount (USD)	Accounted Amount (USD)	
		Receivable	16196.13037.9699902.124501.000.000	04/16/2020	100.0000	1,500.00	1,500.00	
1		Revenue	16196.13037.9699902.440000.000.000	04/16/2020	100.0000	500.00	500.00	
2		Revenue	16196.13037.9699902.440000.000.000	04/16/2020	100.0000	1,000.00	1,000.00	

[Save and Close] [Cancel]

Test & Practice What You've Learned

QUIZ Question
#1 & #2

EXERCISE



Invoices & Credit Memos from PPM

- **Project Portfolio Management (PPM) & Receivables**
 - Work area within OFC where Sponsored Research, Contracts and other Projects will be budgeted, managed, and accounted for
 - How do they get into Receivables?
 - Invoices and Credit Memos are generated within this PPM area and through an automated Scheduled Process within the system, will be brought into the Receivables work area
 - Can I view brief Contract/Project details on the invoice once in Receivables?
 - Contract/Project details are connected and viewable through an icon on the Invoice



Billing



Accounts Receivable



Revenue



Funds Capture

Billing All business units

Incomplete

0
0-10 Days

144
10+ Days

Approval

0
Current Period

4
Prior Periods

Research

0
Current Period

View [grid] [list] [Complete] [Delete]

Transaction Number	Source	Class	Customer
18	CONTRACT INVOICES	Invoice	ED/MISCELLANEOUS AGENCIES
36	CONTRACT INVOICES	Invoice	ASPYRIAN THERAPEUTICS, INC.
40068	Manual	Invoice	IBM Corporation
27	CONTRACT INVOICES	Invoice	ED/MISCELLANEOUS AGENCIES
40022	Manual	Invoice	IBM Corporation
41009	Manual	Invoice	Proton Doctors Professional
40017	Manual	Invoice	COMMET, LLC
39015	Manual	Invoice	IBM Corporation
40009	Manual	Invoice	IBM Corporation
40069	Manual	Invoice	IBM Corporation
17	CONTRACT INVOICES	Invoice	NIH NATL INST OF MENTAL HEALTH (NIMH)
40077	Manual	Invoice	IBM Corporation
38022	Manual	Invoice	IBM Corporation



- Transactions**
- Create Transaction
 - Credit Transaction
 - **Manage Transactions**
 - Manage AutoInvoice Lines
 - Approve Adjustments
 - Manage Recurring Bill Plans
- Customers**
- Create Customer
 - Manage Customers
 - Upload Customers from Spreadsheet
 - Manage Data Import
- Customer Account Balances**
- Review Customer Account Details
- Accounting**
- Create Accounting
 - Create Adjustment Journal
 - Review Journal Entries



Manage Transactions

Done

Search

Advanced Saved Search All Transactions

** At least one is required

Business Unit **** Transaction Number** Starts with
**** Transaction Source** **** Transaction Date** Equals m/d/yy

- Transaction Class
- Transaction Type
 - CONTRACT INTERNAL INVOICES Project Accounting Invoices
 - CONTRACT INVOICES Project Accounting Invoices**
 - Global Intercompany Global Intercompany
 - Intercompany Intercompany Invoices
 - Late Charge Batch Late Charge Batch
 - Manual Manual Order Entry
 - ORA_Enterprise Contracts Transaction Source for transactions from Enterpris...
 - ORA_RecurringBilling Transaction Source for Recurring Billing Generation
 - Physicians Group QuickBooks Physicians Group QuickBooks
 - Search...

Search Reset Save...

Actions View

Transaction Number	Transaction Source	Entered Amount	Transaction Date	Business Unit	Original Transaction Number	Transactions
						UCSD Note * Fund * Financial Uni
No search conducted.						

Manage Transactions

Done

Search

Advanced

Saved Search

All Transactions

Actions View Detach

	Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number	Transactions		
											UCSD Note	* Fund	* Financial I
▶	60	CONTRACT IN...	Invoice	PA Invoice	Yes	National Science Found...	50.00 USD	4/7/20	UCSD CAMPUS				
▶	FIS-769.2	CONTRACT IN...	Credit Memo	PA Credit Memo	No	NIH NATL INST OF ALL...	100.00 USD	10/15/19	UCSD CAMPUS	5			
▶	11	CONTRACT IN...	Invoice	PA Invoice	Yes	Disneyland	579.00 USD	10/16/19	UCSD CAMPUS				
▶	58	CONTRACT IN...	Invoice	PA Invoice	Yes	National Science Found...	555.00 USD	3/31/20	UCSD CAMPUS				

Review Transaction: Invoice 60

Actions | View Image Save Incomplete Cancel

General Information [Show More](#)

Business Unit UCSD CAMPUS

Transaction Source CONTRACT INVOICES

Transaction Type PA Invoice

Transaction Number 60

Document Number

Status Complete

Transaction Date 4/7/20

Accounting Date 5/1/20

Salesperson

Invoicing Rule

Attachments None +

Notes

Currency USD - US Dollar

Transaction Total 50.00

Lines 50.00

Tax 0.00

Freight 0.00

Charges 0.00

Customer

Bill-to Name National Science Foundation (NSF)

Bill-to Site 1

Ship-to Name National Science Foundation (NSF)

Ship-to Site 132601

Payment

* Payment Terms IMMEDIATE

Due Date 4/7/20

Invoice Details

[Invoice Lines](#) [Sales Credits](#)

View Detach

[Line Information](#) [Tax Determinants](#) [Revenue Scheduling](#)

Line Information										
Line	Item	Description	Memo Line	UOM	Quantity	Unit Price	Amount	Details	Tax Classification	Transaction Business
1		USD		EA	1	50	50.00			Sales Transaction



Review Invoice Line: 1

1

Currency US Dollar

General Information

Item				Amount	50.00
Memo Line				Amount Includes Tax	
Description	USD	UOM	EA	Language	
Warehouse		Quantity	1	Translated Description	<input type="text"/>
Reference	MP Program Income2	Unit Price	50	Attachments	None +

Additional Information

Context Value

Context Value

* Contract Number

* Contract ID

* Draft Invoice Number

* Contract Organization

* Line ID

* Type

Regional Information

Sales Order

Number

Date 4/7/20

Channel

Revision

Customer Balance Inquiry

OFC In-System DEMO

Reporting




A/R Aging Report
Outstanding Invoices by
buckets

Reports and Analytics

All Folders >> Shared Folders

Filter All types Clear Filters

Create ▾

- ☆  **AR aging report**
/shared/Custom/Financials/AR
- ☆  **Collections Aging by Collector 7 Bucket Report**
/shared/Custom/Financials/Collections/Aging
Collections Aging by Collector 7 Bucket Report
- ☆  **Collections Aging 4 Bucket Data Model**
/shared/Custom/Financials/Collections/Aging/Data Models
Collections Aging 4 Bucket Data Model






Customer Account Status
Report
View Invoices & Payments by
Customer Account

Reports and Analytics

All Folders >> Shared Folders

Filter All types Clear Filters

Create ▾

- ☆  /shared/Custom/UCSD Campus/Temp/Stevo Invoice/week 6
- ☆  **Delinquent customer report**
/shared/Custom/UCSD Campus/Temp/week 6
- ☆  **Generate Invoices Data Model**
/shared/Custom/Projects/Project Billing/Data Models
Data model for the process that creates invoices for project contract customers according to contractual terms by creating invoice headers, lines, and distributor
- ☆  **Generate Invoices Execution Report**
/shared/Custom/Projects/Project Billing
Report for the process that creates invoices for project contract customers according to contractual terms by creating invoice headers, lines, and distributions.
- ☆  **Customer Account Status Report**
/shared/Custom/Financials/Receivables/Accounting/Receivables Balances/Receivables Balances

Test What You've Learned

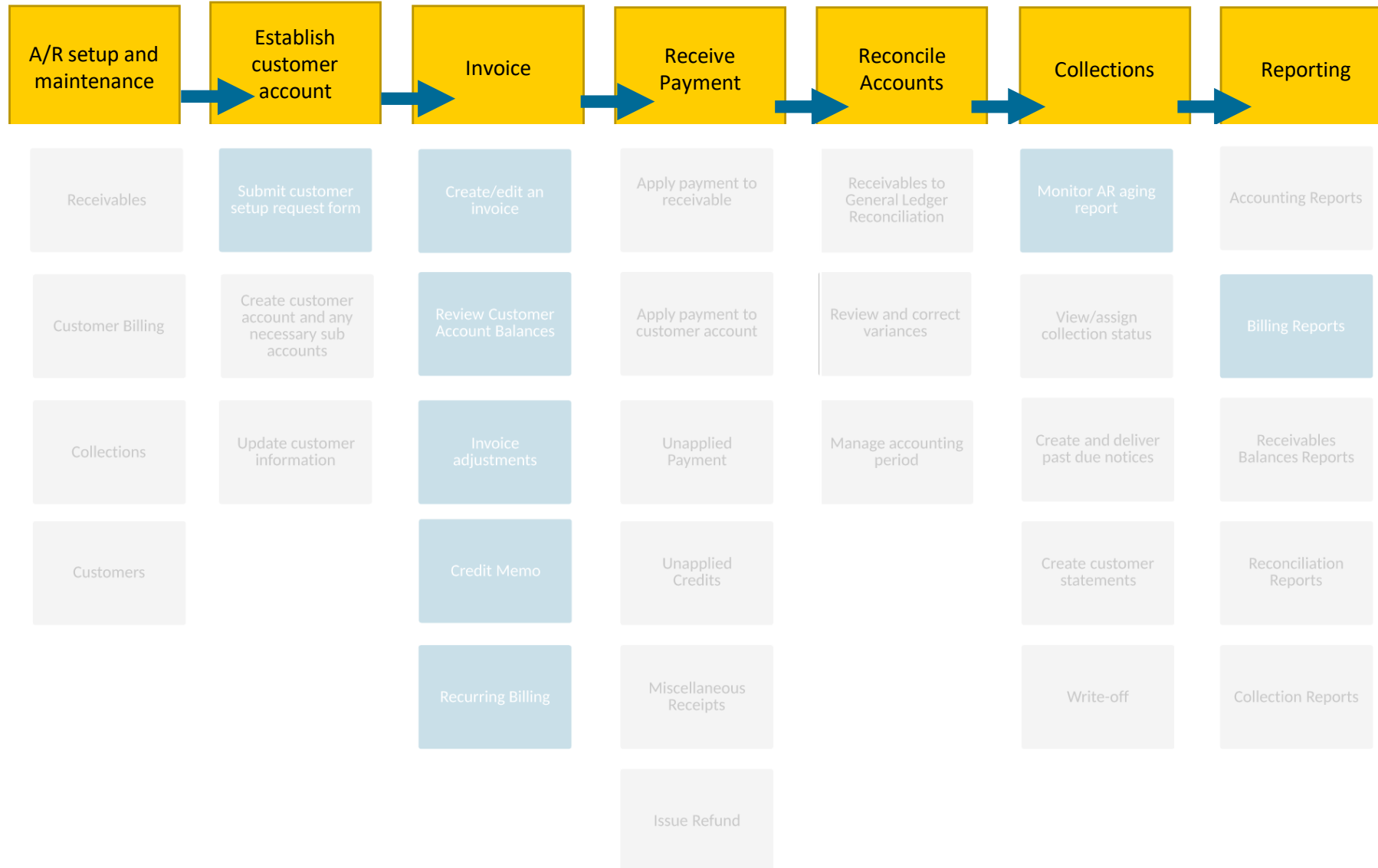
QUIZ
Question #3



Summary

- The Accounts Receivable Policy
 - Outlines best practices for Accounts Receivable operations at UC San Diego
- Invoices may be created within the system to post to multiple revenue chart strings
- Invoices and Credit Memos from the PPM sub-ledger are brought into the Receivables sub-ledger through an automated Scheduled Process within the background
 - Project details are preserved/maintained and accessible on the imported Invoice/Credit Memo
- There are multiple ways to access Customer Balances within OFC
- Reporting & Analytics Tools provide access to various Receivables and Customer reports

Accounts Receivable Beginning to End Process



QUESTIONS?

How do users get help?

Training and Support



Attend an Office Hour session any Friday 8:30-9:30am

Learn more @ <https://blink.ucsd.edu/finance/fis-project/fin-training.html>



Office Hours

Trainers are available to answer groups questions & provide hands on instruction



Oracle Training Environment, featuring WalkMe

Training environment access through go-live; utilize WalkMe to guide you through practice exercises and homework



Budget, Finance, & Payroll

Use the Services and Support portal - <https://support.ucsd.edu/services> - to search the knowledge base for answers or enter a ticket directly