Non-Student Accounts Receivable (NSAR)
Main Campus

USER MANUAL
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<table>
<thead>
<tr>
<th>Heading</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Student Accounts Receivable Overview</td>
<td>3</td>
</tr>
<tr>
<td>Banner Terminology</td>
<td>3</td>
</tr>
<tr>
<td>Basic Process Overview</td>
<td>5</td>
</tr>
<tr>
<td>Invoicing, Aging Reports, and the Collection Process</td>
<td>5</td>
</tr>
<tr>
<td>Adding New Customers</td>
<td>6</td>
</tr>
<tr>
<td>Adding New Detail Codes</td>
<td>7</td>
</tr>
<tr>
<td>Monthly Deadlines</td>
<td>7</td>
</tr>
<tr>
<td>Procedures for Entering New Customer Charges</td>
<td>8</td>
</tr>
<tr>
<td>Identify the Customer Number</td>
<td>8</td>
</tr>
<tr>
<td>Select Proper Detail Code</td>
<td>9</td>
</tr>
<tr>
<td>Enter Charges</td>
<td>11</td>
</tr>
<tr>
<td>Enter Document Text</td>
<td>12</td>
</tr>
<tr>
<td>Entering Another Charge Record</td>
<td>12</td>
</tr>
<tr>
<td>Close the Session</td>
<td>13</td>
</tr>
<tr>
<td>Payment Processing</td>
<td>15</td>
</tr>
<tr>
<td>Where to send payments for depositing</td>
<td>15</td>
</tr>
<tr>
<td>Application of payments</td>
<td>15</td>
</tr>
<tr>
<td>Accounts Receivable Aging Reports &amp; Collection Process</td>
<td>16</td>
</tr>
<tr>
<td>Sample Aging Report</td>
<td>16</td>
</tr>
<tr>
<td>“Past Due” Collection Letter process</td>
<td>17</td>
</tr>
<tr>
<td>Departmental Role in Collection Process</td>
<td>17</td>
</tr>
<tr>
<td>Bad Debt Calculation and Policy</td>
<td>17</td>
</tr>
<tr>
<td>Contracted Collections and Legal action</td>
<td>18</td>
</tr>
<tr>
<td>Researching Items in Banner</td>
<td>18</td>
</tr>
<tr>
<td>Departmental Procedures and Recordkeeping</td>
<td>19</td>
</tr>
<tr>
<td>Customer Dispute Resolution</td>
<td>19</td>
</tr>
<tr>
<td>Customer Adjustments, Credits and Refunds</td>
<td>19</td>
</tr>
<tr>
<td>Instructions for Entering Credits in Banner</td>
<td>20</td>
</tr>
<tr>
<td>Reference Materials</td>
<td>20</td>
</tr>
<tr>
<td>Banner Access Roles Needed</td>
<td>20</td>
</tr>
<tr>
<td>Quick List of Banner Forms (Screens)</td>
<td>21</td>
</tr>
<tr>
<td>MyReports – A/R Aging Report</td>
<td>22</td>
</tr>
<tr>
<td>Querying Invoices in Web Xtender</td>
<td>23</td>
</tr>
<tr>
<td>Sample Invoice 1</td>
<td>24</td>
</tr>
<tr>
<td>Sample Invoice 2</td>
<td>25</td>
</tr>
<tr>
<td>Sample 1st Collection Letter</td>
<td>26</td>
</tr>
<tr>
<td>Sample 2nd Collection Letter</td>
<td>27</td>
</tr>
<tr>
<td>Sample 3rd Collection Letter</td>
<td>28</td>
</tr>
</tbody>
</table>
Non-Student Accounts Receivable Overview

Terminology

Aging Report – lists the outstanding invoices due for each customer, with a total balance due for the customer. The Aging report is broken into categories that indicate how long each invoice has been outstanding. “FARUNAG” in MyReports “F All Campus Reports” folder.

Apply Payment – process of matching up a payment from a customer with one or more of their specific outstanding invoices.

Billing Address – customer address to which UNM sends invoices and any required collection correspondence. A customer may have more than one billing address.

Charge – a single Non-Student A/R transaction that will both create an invoice (billing) for a customer and generate revenue for a UNM Department.

Collection – process of formally contacting a customer to request payment because an invoice has remained unpaid past a specified time limit.

Customer – a person or entity from outside UNM, for whom a UNM department has provided a service. In Banner, each customer has at least one customer number, but some customers may have more than one customer number.

Customer ID Number – a unique 9-digit identifier that is related to the company’s billing information. For Non-Student A/R, this number will begin with “N”, which represents Main Campus or a branch campus. An example is N01601605.

Detail Code – a unique 4-digit identifier that represents the specific Banner index and account where a transaction will be posted. In Non-Student A/R, detail codes always start with a letter. Main Campus detail codes begin with the letter “N”. Examples are N001 or N117. All charges must have a detail code, which prints an associated description on the invoice.

Form – the different screens available in Banner. Each form has a 7-letter name, such as TFADETL. Forms may be used for reviewing information or for data entry and are organized to present similar information together on the screen to create a convenient “view” of the data.
TFADETL – Form for entering charges in Non-Student A/R Module
Basic Process Overview

Financial Services uses the Non-Student Accounts Receivable (Non-Student A/R) process in Banner as the only accepted method for departments to bill outside entities. Departments should not mail any other types of invoices to customers. If a department only occasionally bills outside entities, they should send a mock invoice to Unrestricted Accounting – Main Campus to have a Banner invoice created. A centralized A/R billing function also creates one central place for all University billings to external entities to be documented for recordkeeping and audit purposes.

In order for the Non-Student A/R process to correctly reflect the balance due for each customer, all payments on invoices must be centrally processed by a Financial Services Office, where the payment can be properly applied against the correct outstanding invoice. Centralized payment processing also allows for timely reporting of amounts due from customers and accurate aging reports that enable departments to monitor their progress in collecting payment from their customers.

Much of the correspondence between Financial Services and departments that create Non-Student A/R invoices happens through e-mail. When there are changes in staffing or assignment of duties, please contact Unrestricted Accounting so that the e-mail address contact for your department can be updated.

Invoicing, Aging Reports, and the Collection Process

- Invoicing Customers
  1. Unrestricted Accounting – Main prints invoices on the 1\textsuperscript{st} and 16\textsuperscript{th} of each month, or the next business day if those dates fall on a weekend or holiday. The Non Student A/R system closes on the business day before the invoices are printed, to allow for invoices to be printed on the following day. By the third day following the system close, all invoices will be mailed to the customers by Unrestricted Accounting.
  2. Each department that submitted invoices through Non-Student A/R will be able to review an electronic copy of their invoices, plus any backup that was mailed, via Web Xtender by the third day following the system close. See the Reference Materials section for more information.
  3. All invoices with a credit balance, a zero balance, as well as those with notes stating “Do Not Send,” will automatically be rejected and not mailed. Those rejected invoices are for department and Financial Services office records.
  4. All invoices entered MUST contain the contact information of the departmental employee that the customer should contact with questions on their invoice. This information should include name and phone number or email address.
  5. If a credit needs to be mailed to the customer, please work closely with Unrestricted Accounting to provide the correct information; a special letter will be created to be sent to the customer.
  6. Special invoicing arrangements or billing cycles are not allowed; invoices are sent out twice a month as noted in number 1 above.

- Aging Reports
  1. Departments may run an aging report at any time via MyReports – see the Reference Materials section for more information.
  2. Run an aging report and review it thoroughly at least once a month.
• **Collection Process**
  1. Departments should initiate contact with a customer to inquire about the status of any invoice older than 60 days.
  2. Collection letters should be focused on invoices older than 90 days.
  3. Upon request by the billing department, Unrestricted Accounting will send out collection letters. The collection letter, along with a copy of the original invoice and any backup, will be mailed to the customer address of record. An electronic copy also be attached to the customer record in Web Xtender.

**Adding New Customers**

• **How to request a Customer ID number:**

  Complete the “Customer Setup/Change Form” located at [http://ua.unm.edu/nsar-customer-setup.html](http://ua.unm.edu/nsar-customer-setup.html).

  You will receive an email from Unrestricted Accounting staff with the new customer number. All Customer numbers are nine digits. For Main Campus, all start with the letter “N”, for example N00000001.

  You may also request changes to an existing customer (such as billing address or contact information) by completing “Option 2” on the form.

• **What does the “N” stand for in the customer number?**

  Customer numbers starting with the letter “N” represent the Non-Student Accounts Receivable customers on Main Campus. There are many different types of entities in Banner – for example, those beginning with a number “1” are for Accounts Payable’s use. Always use a customer number that begins with “N” for NSAR purposes.

• **What is the difference between a BI address and a BU address?**

  The “BI” address is the “Billing” address used by the NSAR process to produce invoices that are mailed to that company’s billing address with the current charges. Accounts Payable uses the “BU” address for generating payments to vendors; Banner will not produce NSAR invoices for charges with a “BU” address. This choice is made in the “Address Type” field in the TFADETL form; **always use the “BI” address.**
Adding New Detail Codes

• **Do I have to have a Detail Code to post charges?**
  Yes, all charges must have a detail code to provide an automatic description on the invoice and to determine which index and account code to credit for the department’s revenue.

• **Can I change the description while entering an invoice?**
  Yes, you can add or change information that is in the Detail Code description field by moving the cursor into the description field and typing what you want to appear on the invoice.

• **How do I obtain a Detail Code?**
  Complete the “Detail Code Setup/Change Form” located at [http://ua.unm.edu/nsar-detailcode.html](http://ua.unm.edu/nsar-detailcode.html). You will receive an email from Unrestricted Accounting staff with the new detail code, and may then begin using it for billings. All Main Campus NSAR detail codes begin with “N”

• **Can I have more than one Detail Code?**
  Yes, each major charge description can have its own detail code, though it is not suggested for a one-time use. Multiple detail codes can have the same index number or different index numbers for the revenue. It depends on the needs of the department. Discuss your department’s needs with the Accounts Receivable Coordinator.

**Monthly Deadlines**

The following schedule shows the proposed deadlines, which will be adjusted when falling on weekends and holidays.

<table>
<thead>
<tr>
<th>Day of Month</th>
<th>Function to be completed</th>
<th>Completed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>14th, second to last</td>
<td>Deadline for entering invoices to process</td>
<td>Department Staff</td>
</tr>
<tr>
<td>Last day</td>
<td>Non-Student A/R Invoices closed for month</td>
<td>System</td>
</tr>
<tr>
<td>1st, 15th</td>
<td>Customer invoices printed</td>
<td>UA Staff</td>
</tr>
<tr>
<td>3rd, 18th</td>
<td>Customer invoices mailed out</td>
<td>UA Staff</td>
</tr>
<tr>
<td>3rd, 18th</td>
<td>Scanned copies of invoices available in Web Xtender</td>
<td>UA Staff</td>
</tr>
<tr>
<td>Any day</td>
<td>Departments run Aging Report in MyReports</td>
<td>Department Staff</td>
</tr>
</tbody>
</table>
Procedures for Entering New Customer Charges

**Identify the Customer Number**

1. From the Banner main menu, type in the form name TFADETL. Bypass any unneeded screens by closing them until you get to the form TFADETL.
2. Type the Customer ID # in the “ID” Field. The company’s name will automatically populate in the next field, if it does not, hit the <enter> key.
3. If the Customer ID # is unknown:
   a. Click on the drop down arrow next to “ID” field.
   b. An option box will appear. Place your cursor on the “Non-person Search” and click only once.
   c. The FOICOMP form will appear, click cursor into the field under “Name” and type in a key word and % sign on the end or on both ends. The % sign is a wildcard character in Banner. (Example: University% or %University%).
   d. Click on “Execute Query” button.
   e. Find the correct title and look for the 9 digit number that starts with an “N”. **Note:** the letter “N” is used to identify Main Campus customers – you should not use a customer that does not have an “N” ID number.
   f. Double click on the “N” number in the left hand column; this will automatically take you back to the previous TFADETL form and will bring the customer ID number with it.
   g. If you want to query a different Customer ID number, click on the “Query” button and it will clear your screen to start over.
**Select Proper Detail Code**

4. Click on the “Next Block” button. This will jump to the second section (block) of the form, where you can review or enter records.

5. If it’s a new customer this record will be blank. If this customer has been invoiced before, postings will appear as in the next example.

6. The most recent posting will always appear on top and the oldest posting will always appear on the bottom (use scroll bar).

7. The highlighted section is the focused record. Use the up and down arrow keys to move between records. There will always be two records in view; the highlight indicates the record being worked on.

8. To create a new charge record (posting):
   a. Click the “Insert Record” icon.
   b. This will create a blank highlighted field where you can key in a new charge (posting).
   c. Type the correct detail code into the “Detail Code” field; the description for that detail code will automatically populate. You can type over this if you want to create your own description for this charge, or you can add more information about this charge in Document Text, which is described later.
   d. Hit the tab key to move to the next field. In the “Address type” field make sure this states “BI” for billing address. Note: If it does not, you have the wrong customer or the wrong address. Sometimes you will see a BU address, do not use this address as it will not generate an invoice.
Enter Detail Code

New “Highlighted” field appears; when inserting a new record
Enter Charges

9. There are two options to post charges: by unit cost or in total.
   a. Option #1- Quantity multiplied by unit cost. Tab to the “Units” field and enter the number of units (quantity). Then, tab to the “Rate” field and enter the unit cost (cost of single item). If you tab to the “Amount” field, Banner will automatically populate the total amount.
   b. Option #2 – Total amount only. Tab through all fields to the “Amount” field, type in dollar amount.

10. Tab to “Doc Number” field. This is an optional field that will print on the left side of an invoice for each charge. Enter a document # or reference to something, for example, a PO number.

11. Tab through or click on the “Invoice number” field on the far right side of the form and select one of the options below:
   a. Option A – New Invoice number. Type in the word “NEXT”, and hit the tab key. This will generate a new number.
   b. Option B – Multiple postings/charges on the same invoice number. Type in the exact invoice # that you want this charge to be displayed on (used when adding to or crediting an existing invoice).

12. Check your work. Either make corrections now, or start over by clicking on the Record Menu, then click Clear to erase all fields in this record.

13. Click the “SAVE” button (once you click on “save,” it will remain in Banner forever, regardless of whether it is correct or an error).

Charge Amount Option #1 – Units & Rate (Here is 5 units @ $20.00) = Automatic Total

Doc Num – Your Document reference #, will appear on the invoice
Invoice Number - type either NEXT or existing invoice #
Charge Amount Option #2 – Enter amount only

Enter Document Text

14. Document Text is the part of a record that allows you to insert comments on the invoice below the charge/posting information.
15. Click on the yellow icon, next to the “Text” field in the center of the record.
16. This will open a new form. Type in your comments. Note: if you need to type multiple lines, you will need to click on each line to move down.
17. Click on “save” icon. Click on “return” button on bottom right of screen, this will return you to the previous TFADETL form. Once you have completed all of your invoices, exit the screen by clicking on the small “X” in the upper right hand corner of your screen.  
(There is a sample of the Document text screen on the next page.)

Entering Another Charge Record

18. If you need to continue with other invoices, select one of these options:
   a. If using the same customer number, start with instruction #8 above, to enter a new record.
   b. If the invoice is for a different customer, select the “Roll Back” button. This will take you to the top block (section) where you will input a different Customer ID number and follow same instructions.
Close the Session

1. When all charges have been entered for the day, you must close out your session (batch) so that it will post the revenue. From the Banner main menu, type in the form name TGACREV.

2. Type in your NetId in the “Session User” field, tab to “Session Number” field, this number should be zero, if not, change it to zero.

3. Click on “Save” icon.

4. Click the “Next Block” icon twice to move your cursor to the bottom block that shows the summary information for your session’s charges.

5. Click on the “Options” menu to look at more information about this session:
   a. **Review Cashier Session Detail** – A review of what you have posted for this session; you can print the screen if you want a copy for your records.
   b. **Display Totals** – A total of the closing session. Compare your totals to your total invoice amounts to catch any errors.
   c. **Display User Sessions** – Listing of all the previous sessions closed under the user’s name. You can view any previous session by using the number to the left, click on rollback, and go back to step 2 above and input the session number in the “Session Number” field, click “save” and it will pull the information only from that session.

6. On the Options menu, click on “Close Session.”

7. Check the status line on the bottom left corner for confirmation that your session was closed. Exit form by the “X” button in the inner screen.
TGACREV Form – to close a session:

Step 1: Enter NetID

Step 2: Session Number (Always 0)

Step 3: Save

Step 4: Next Block (twice)

Step 5: Options

Step 6: Close Session

Step 7: View Status line for confirmation that session was closed

Step 8: Exit Screen
Payment Processing

Where to send payments for depositing
Invoices sent to customers include instructions for them to send payment directly to Unrestricted Accounting. In the event that a check in payment of an NSAR invoice is instead sent to the department that entered the charge into Banner, the check(s) must be delivered by the department to Financial Services, located in the Perovich Business Center, suite 3000. No checks should be left unattended at any time; be certain to hand them to a person, with the information that the checks are in payment of NSAR invoices. Do not forward checks via inter-campus mail. All checks must be delivered in person. University policy states that any monies received shall be deposited the next business day unless the total is less than $50, in which case they must be deposited within a week.

Application of payments
• How do invoices go from Unpaid to Paid? When a department receives funds (check, electronic wire, credit card payment, etc.) for payment on Non-Student A/R invoices, those funds must be applied (deposited) by the Financial Services office in order for the payment and the invoice to be matched up.

• What if the check amount is different than the invoice amount? A payment that cannot be matched up with a specific invoice will be “generally applied,” meaning that it will be shown as a general payment on account and will reduce the customer’s overall balance due. However, if a payment is not matched up with the correct invoice, that invoice remains on the aging report as unpaid and the department is charged for the bad debt percentage on any outstanding invoices. There are three possible scenarios when payments are applied:
  1. Direct application: The amount of the check exactly matches the invoice.
  2. Over-payment: The amount of the check exceeds the invoice indicated. The remaining amount is applied as a general payment on account, not to a specific invoice.
  3. Short-payment: The amount of the check is less than the amount of the indicated invoice. The balance of the invoice remains outstanding.

• How do you determine where the funds will be applied? The application of payments is first based on any instructions received from the customer. If there is no clear indication of which invoice the check is supposed to pay, then the payment is just applied as a general payment on account and the department is asked to contact their customer for instructions on where to apply they funds. Once the department has instructions from the customer, then the department must send those instructions to the Accounts Receivable Coordinator, who will ensure that another member of the Financial Services office corrects the application of the payment. Paying multiple invoices on one check is acceptable. It is also acceptable to combine payments for several customers on one check.

• What if the funds are applied to the wrong invoice in error? Contact the Accounts Receivable Coordinator if you have found that the funds were applied incorrectly, or if you need a copy of the check to discuss with the customer if they have a question about how the funds were applied. It is possible to make corrections to where payments have been applied.
Accounts Receivable Aging Reports & Collection Process

Sample Aging Report

Aging Report Descriptions

(1) The date will reflect actions through the day before, for example, this date states October 27, 2014. This reflects activity through October 26, 2014.

(2) Department Name

(3) Customer Name and ID number

(4) Invoice numbers with blank Invoice dates, means that the charges have been posted in the Banner module, but not yet mailed to the customer.
“Past Due” Collection Letter process

1. Sending of collection letters should be focused on the invoices with past-due balances over 90 days old.
2. Billing departments are responsible for identifying customers to whom they wish to have collection letters sent; collections are the department’s responsibility.
3. If you want a collection letter generated for a specific customer or invoice, you will need to contact the Accounts Receivable Coordinator by e-mail with the information.
4. Any collection letters, along with a copy of the original invoice and any backup, will be mailed on the business day following the request.
5. A copy of the collection letter will be scanned into Web Xtender.

Departmental Role in Collection Process

Since charges originate within the individual departments, each department is ultimately responsible for collecting funds owed to them. While the Financial Services office can help departments to identify needed information and be a resource, the best customer service will come from the department. The department staff members are the ones who understand the customer’s issues and concerns. Ideally the final outcome should be due to the efforts of the department in resolving any issues.

Please review the columns of the aging report for any invoices over 60 days old and resolve them with your customers. Being especially aware of these past-due balances will help identify non-payment issues in the early stages of the collection effort.

Bad Debt Calculation and Policy

Because customers sometimes do not pay their debts, the University must create a reserve for uncollectible charges called Allowance for Doubtful Accounts (account code A225). Each quarter, the Financial Services office will calculate this amount for each department, based on the department’s unpaid customer invoices. The index to which the revenue was credited when the invoice was created will similarly be charged via a Debit to Bad Debt Expense (account code 98A0). The credit to A225 will post to the same General Ledger fund in which the Accounts Receivable is recorded (account code A220). The calculation is based on a combination of the invoice amount and how long the invoice has gone unpaid (its age). As an example, an invoice entered on May 1st and unpaid on May 31st is 31 days old.
The Bad Debt calculation formula is as follows:

<table>
<thead>
<tr>
<th>Age of invoice:</th>
<th>% of Amount Reserved as Bad Debt</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-30 days</td>
<td>2%</td>
</tr>
<tr>
<td>31-60 days</td>
<td>25%</td>
</tr>
<tr>
<td>61-90 days</td>
<td>50%</td>
</tr>
<tr>
<td>91-120 days</td>
<td>75%</td>
</tr>
<tr>
<td>Over 120 days</td>
<td>100%</td>
</tr>
</tbody>
</table>

When a charge is moved to Allowance for Doubtful Accounts, it is assumed that this charge is still owed to the University, but that collection of the debt is unlikely. If there is a collection on the debt once the charge has been moved to Allowance for Doubtful Accounts, the bad debt entry in the next quarter will be adjusted accordingly.

**Contracted Collections and Legal action**

If the Department, in conjunction with Financial Services, has exhausted all efforts to collect outstanding amounts owed via collection letters, phone calls, etc., then the involvement of a collection agency and/or legal action by the University’s attorneys will be implemented on a progressive basis.

First, if the invoice or invoices in question have been outstanding longer than 150 days, then a contracted collection agency will be employed to take over collection efforts.

Second, as a last resort, if the collection agency’s efforts fail, attorneys from UNM or a contracted firm will be utilized for legal proceedings if deemed necessary.

**Researching Items in Banner**

There are several ways to find out if an invoice has been paid, as noted below. Payments using detail code “NP01” are payments applied directly to an invoice. “NP08” payments reference “general” payment application for a customer, as Financial Services didn’t have information on a specific invoice to apply it against.

**Query Invoices in TGIACCD:** (when you have one data element, such as Invoice #)

From the main Banner menu, go to the TGIACCD form and scroll across to the “Invoice Number” column. Click in the field and type in the invoice number. Click on the “Execute Query” icon. Scrolling across the form will display information on this invoice. If the amount and balance columns are the same, then a payment or a deduction has not been made. If the balance column is zero or the amount has been reduced, then it reflects that either a payment or a credit has been applied towards that invoice.

**Query in TFIAREV:** (when you have the customer ID number)

From the main Banner menu, go to the TFIAREV form. Enter customer ID number, and click “next block.” This will provide a full listing of the invoices created and payments applied for that customer ID number. You can also enter and execute a query here if you are looking for more specific information, such as payment details (Detail code NP%)
Query in TFADETL: (when you have the customer ID number)
From the main Banner menu, go to the TFADETL form. Input the customer ID number and click “next block”. Click on the “Enter Query” icon. You can query by detail code, amount, check number, invoice number, transaction number, or any combination of these. Click the field(s) you want to query on, and type in the information. Click the “Execute Query” icon. That record’s information will be displayed. Look in the balance field, if there is an amount then money is still owed; if it is zero then the payment has been received or credit issued.

Departmental Procedures and Recordkeeping

1. Keep a list of the customer numbers and detail codes that your department uses. Each time you request a new customer number or detail code, be sure to add that to your list.
2. Set up a file for each customer. Keep departmental copies of your Non-Student A/R billings and any correspondence in the customer’s file.
3. The Financial Services office uses Web Xtender to store information for each customer:
   i. Copies of checks
   ii. Copies of invoices
   iii. Log of correspondence regarding collection letters
   iv. Copies of collection letters
   v. Copies of credits
   vi. Internal Correspondence

Customer Dispute Resolution

Department members need to respond quickly to any customer’s questions about their invoices from UNM. If the customer disputes a charge, and the department does not settle the dispute with the customer and notify the Accounts Receivable Coordinator in a timely fashion, the department may end up having the invoice charged off to Bad Debt Expense. If the disputed billing issue is subsequently resolved and the invoice is paid, the Bad Debt Expense will ultimately be reversed.

Customer Adjustments, Credits and Refunds

Every credit must be connected to another invoice, so you will need to have the invoice transaction number (“Trans Num”) that you want to apply the credit to. Credits are not normally sent to customers, so if you want a copy of the credit mailed, you must contact the Accounts Receivable Coordinator.

Refunds are issued only by the Financial Services office. If a refund needs to be sent to a customer, you must contact the Accounts Receivable Coordinator.
Instructions for entering credits in Banner:

If you do not apply the credit to the correct invoice in steps #5 & #6 below, it will apply against the oldest outstanding invoice and create more of a problem. This is very important – call the Accounts Receivable Coordinator for help if you have questions!

1. From the main Banner menu, go to the TFADETL form. Enter the customer ID number and click next block.
2. Look for the original charge where you are going to apply the credit and note the detail code, the invoice number and the Trans Num.
3. Insert a record, and enter the same detail code as the original charge.
4. Tab to the amount field, and enter the amount of the credit as a negative number, such as “-10.00”
5. Tab to the Trans Paid field and enter the Trans Num of the original transaction that you want to apply this credit towards.
6. Tab over to the Invoice Number field on the far right side of the screen and enter the invoice number from the original charge – do NOT create a new invoice number by typing NEXT.
7. Click Save. Click on the Document text box and type in a reason for the credit, making sure that there is a checkmark in the “PRINT” column on the right side.
8. Send an e-mail to the Accounts Receivable Coordinator to inform her that you have entered a credit that needs to be sent to the customer.
   a. If you absolutely do not want the customer to receive the credit, type “DO NOT MAIL” in the top of the document text. Make sure there is a checkmark in the PRINT column to the right.
9. Click the Save icon, the click return at the bottom right of the screen. Exit the form.

Reference Materials

Banner Access Roles Needed

1. Log in to my.unm.edu and select the Employee Life tab. In the Banner Applications channel (box), there is a link under the Banner Resources section to the “Banner Authorization Requests.”
2. Log in to the Banner Authorization Requests using your NetID and password, then locate and be sure that you have selected the roles for:
   o Department Accounts Receivable Processor – to enter new charges
   o Department General Inquiry – to access reports in E-print and My Reports.
**Quick List of Banner Forms (Screens):**

**Non-Student accounts receivable module forms:**

<table>
<thead>
<tr>
<th>Form</th>
<th>Form Name</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>TFADETL</td>
<td>Account Detail Form</td>
<td>Enter new charges</td>
</tr>
<tr>
<td>TGACREV</td>
<td>Cashier Session Review Form</td>
<td>Close your session</td>
</tr>
<tr>
<td>TGIACCD</td>
<td>Account Detail Query Form</td>
<td>Query invoice or detail code</td>
</tr>
<tr>
<td>TFIAREV</td>
<td>Account Detail Review Form</td>
<td>Query customer activity</td>
</tr>
<tr>
<td>TFAACCT</td>
<td>Account Review Form</td>
<td>Current customer balance due</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>(Billing Date Aging info only!)</em></td>
</tr>
</tbody>
</table>

**Finance forms:**

<table>
<thead>
<tr>
<th>Form</th>
<th>Form Name</th>
<th>Presents view of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FGIBDST</td>
<td>Budget Status</td>
<td>Year to date revenue and expense balances</td>
</tr>
<tr>
<td>FGITRND</td>
<td>Detail Transactions</td>
<td>Individual revenue and expense transactions</td>
</tr>
</tbody>
</table>
MyReports – A/R Aging Report

MyReports is one of the reporting tools for Banner and is the application that creates the A/R aging report. The information in MyReports is exactly the same as what appears in Banner, except that MyReports data comes from a central database, the ODS, that is only refreshed at night. MyReports reflects the prior day’s information, whereas Banner is real-time.

Log in to my.unm.edu and select the Employee Life tab. In the Banner Applications channel, there is a link under the Reporting section for “MyReports.”

Log in with your NetID and password. The report “FARUNAG Unrestricted Aging by Department – Main” is located in the “All Campus Reports” folder, which is a sub-folder to “Finance” (see below). Select your NSAR department, “no selection” on the year because you want the most current data available.

If you do not see your department’s name on the available drop down list, please call the Accounts Receivable Coordinator. The print option is under the File menu. The report can also be converted to a PDF file or EXCEL spreadsheet.
Querying NSAR Invoices in Web Xtender

1. Access Web Xtender via the “BDM-Display Document” icon in Banner

2. Click on the “Application List” icon in Xtender

3. Right-click on “B-F-NSAR – Application for Non-Student Accounts Receivable”
   a. Select “New Query”

4. Select “Invoices” in the “Document Type” field

5. In the “Billing Cycle” field, enter:
   a. 1 for invoices entered from the 1st to the 15th of the month
   b. 2 for invoices entered from the 16th through the last day of the month

6. In the “Billing Month” field, enter the 3 letter month abbreviation
   a. Jan, Feb, Mar, etc.

7. In the “Billing Year” field, enter the full 4-digit year
   a. 2016, etc.

8. In the “DCAT” field, enter your department’s Category Code
   a. This is a 3 character alpha or alphanumeric code
   b. Contact UA-Main if you don’t know this code

9. Click the “Submit” button at the bottom of the page

10. The query results return in Customer Number (“ID”) order
    a. You may sort by any of the column headings

11. Click on the “Open Document” icon to the far left of any line to view the invoice
# Sample Invoices

**University of New Mexico**
Unrestricted Acctg - Main
MSC01 1260
1 University of New Mexico
Albuquerque, NM 87131-0001

**Invoice Number:** S3776570
**Customer ID:** N01622904
**Bill Date:** 10/15/2016
**Due Date:** 11/14/2016

**Bill To:**
RAYTHEON KTECH
ATTN JASON A. JARRELL
MATERIAL PROCESSING AND COATINGS LABORATORY
10421 DEVELOPMENT RD SE
ALBUQUERQUE, NM 87123-3791

<table>
<thead>
<tr>
<th>Doc #</th>
<th>Date</th>
<th>Description</th>
<th>Rate</th>
<th>Units</th>
<th>Bill Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEP 2016 10/13/2016</td>
<td>MTTC Cleanroom Usage</td>
<td>Invoice for use of the MTTC clean room by Raytheon KTECH in September 2016. 4.6 hours of clean room usage billed at $96.25/hr = $442.75 Total = $442.75</td>
<td>96.25</td>
<td>4.6</td>
<td>$442.75</td>
</tr>
</tbody>
</table>

**Total Due:** $442.75

Please reference Customer ID and Invoice Number on check. Detach this portion of the invoice and return with payment for proper handling.

**Customer Name:** RAYTHEON KTECH
**Customer ID:** N01622904
**Balance Due:** $442.75
**Invoice Number:** S3776570

Credit Card Payments can be made online at: [http://ua.unm.edu/non-student-accounts-receivables.html](http://ua.unm.edu/non-student-accounts-receivables.html)
Please make check payable to: University of New Mexico
Mailing Address: Unrestricted Acctg - Main, MSC01 1260, 1 University of New Mexico, Albuquerque, NM 87131-0001
University of New Mexico
Unrestricted Acctg - Main
MSC01 1260
1 University of New Mexico
Albuquerque, NM 87131-0001

Bill To:
NM MESA INC.
2808 CENTRAL AVE SE STE 124
ALBUQUERQUE, NM 87106-2245

Invoice Number: S3751241
Customer ID: N01712042
Bill Date: 10/15/2016
Due Date: 11/14/2016

Doc # Date Description Rate Units Bill Amount
09302016 10/04/2016 Univ Svcs - Mailing Services $90.95
Please include the following information with your payment:
N01712042 and S3751241
Description: NM Mesa
PR# 386638
Dora Dominguez
505-277-2366

Total Due: $90.95

Please reference Customer ID and Invoice Number on check. Detach this portion of the invoice and return with payment for proper handling.

Customer Name: NM MESA INC.
Customer ID: N01712042
Invoice Number: S3751241
Balance Due: $90.95
Amount Remitting: 

Credit Card Payments can be made online at: http://ua.unm.edu/non-student-accounts-receivables.html
Please make check payable to: University of New Mexico
Mailing Address: Unrestricted Acctg - Main, MSC01 1260, 1 University of New Mexico, Albuquerque, NM 87131-0001
Month xx, 20xx

Name
Address
City, ST ZIP

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

<table>
<thead>
<tr>
<th>UNM Acct#</th>
<th>Invoice</th>
<th>Date mailed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nxxxxxxx</td>
<td>Sxxxxxx</td>
<td>m/d/201x</td>
<td>$xxx.xx</td>
</tr>
</tbody>
</table>

According to our records, this invoice remains unpaid as of this date. If payment has been submitted, please provide the following information dependent upon the method of payment. For checks, please provide a copy of your check, front and back. If paid electronically, please provide the wire transfer trace or reference number, the date wired and wire amount.

If payment has not been submitted, please process as soon as possible. If there are issues which prohibit payment, please contact NAME at (505) 277-xxxx or via email at xxxx@unm.edu.

Thank you in advance for your prompt attention to this matter.

Sincerely,
Sample Collection Letters
Second letter:

Month xx, 20xx

Name
Address
City, ST  ZIP

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

<table>
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<th>UNM Acct#</th>
<th>Invoice</th>
<th>Date mailed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>N0xxxxxxx</td>
<td>Sxxxxxx</td>
<td>m/d/201x</td>
<td>$xxx.xx</td>
</tr>
</tbody>
</table>

According to our records, this invoice remains unpaid as of this date. If payment has been submitted, please provide the following information dependent upon the method of payment. For checks, please provide a copy of your check, front and back. If paid electronically, please provide the wire transfer trace or reference number, the date wired and wire amount.

If payment has not been submitted, please process as soon as possible. If there are issues which prohibit payment, please contact NAME at (505) 277-xxxx or via email at xxxx@unm.edu.

Thank you in advance for your prompt attention to this matter.

Sincerely,
Month xx, 20xx

Name
Address
City, ST ZIP

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due

<table>
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<th>Date mailed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>N0xxxxxx</td>
<td>Sxxxxxx</td>
<td>m/d/yyyy</td>
<td>$x,xxx.xx</td>
</tr>
</tbody>
</table>

Our records indicate that CUSTOMER has an outstanding balance of $XXXX for invoices dated prior to m/d/yyyy. An invoice has remained unpaid for xxx days and your account is considered delinquent and past due.

We will assume that this debt is valid unless you dispute its validity within 30 days after receiving this notice. If you do not dispute the validity of this debt, we expect payment to be made within 30 days after receipt of this notice. Failure to make payment will result in CUSTOMER being placed on a list of problem debtors in order to avoid any further business between your company and the University. In addition, if the amounts owed are not received within 30 days after receipt of this notice, we will refer this matter for collection.

If there are issues which prohibit payment, please contact NAME at (505) 277-xxxx or via email at xxxx@unm.edu

Thank you in advance for your prompt attention to this matter.

Sincerely,