



# Non-Student Accounts Receivable (Non-Student A/R)

## USER MANUAL

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# Non-Student Accounts Receivable User Manual

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## Non-Student Accounts Receivable Overview

### *Banner Terminology*

**Aging Report**—This is a report that 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.

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

**Billing Address**—The customer's address to which UNM sends invoices and any required collection correspondence. A customer may have more than one billing address.

**Block**—A collection of records in a Banner form that are grouped together for ease of entry and review.

**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**—The process of formally contacting a customer to request payment because an invoice that has been delinquent past a specified time limit.

**Customer**—In Banner, each customer has at least one customer number, but some customers may have more than one customer number (i.e. Lovelace).

**Customer ID Number**—A unique 9-digit identifier that is related to the company's billing information. For Non-Student A/R Main Campus, 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 this transaction will be posted. In Non-Student A/R, detail codes always start with a letter. Main Campus detail codes, the first letter is always "N". Examples are N001 or N117. All charges must have a detail code, which prints an associated description on the invoice.

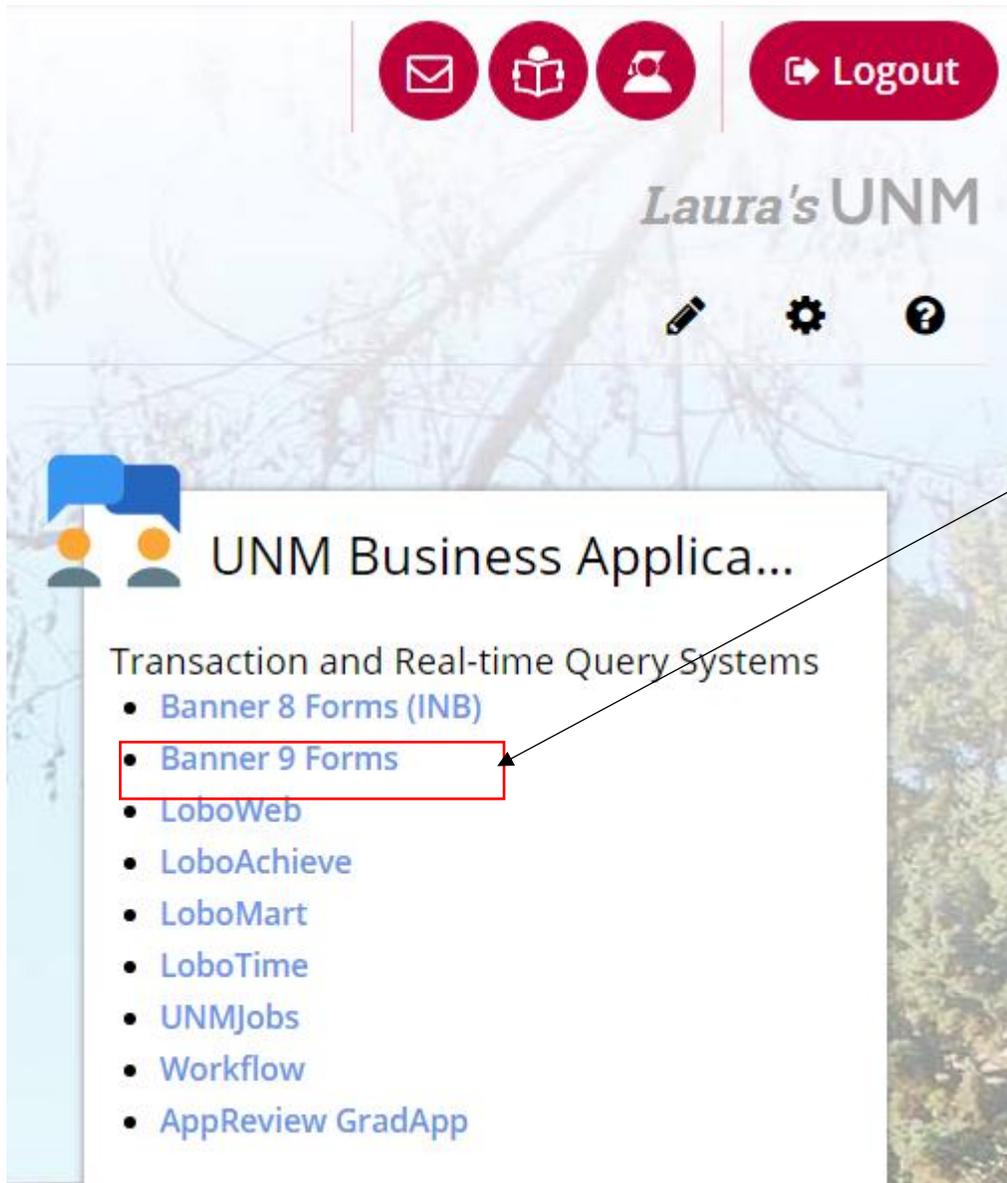
**Form**—Forms are the different screens available in Banner. Each form has a 7-letter name, such as TFADETL. Forms may be used for reviewing information or for data entry and are organized to present similar information together on the screen to create a convenient "view" of the data.

**Field**—One piece of data contained within a Banner record. For example, the detail code is one field in each transaction record, another field is the amount.

**Record**—A set of fields that contain information about one Banner transaction. For example, a record could represent a charge from the bookstore, which contains many fields such as description, date and amount.

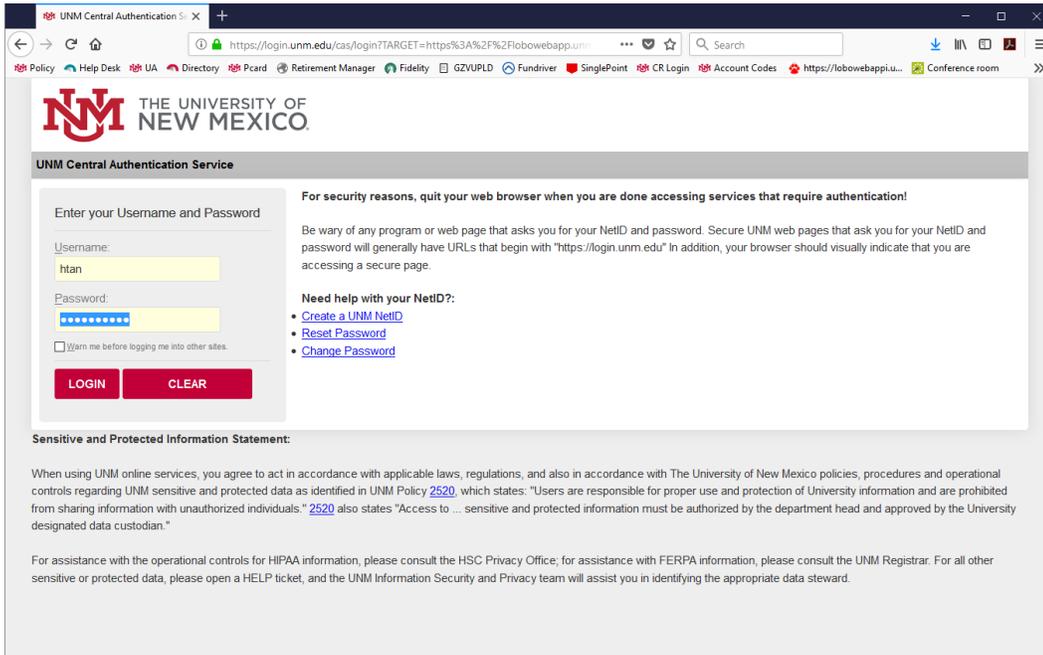
## Log into Banner 9

To log into Banner 9: Click on the Banner 9 link in the business application section of MyUNM or click on this URL link <https://lobowebapp.unm.edu/applicationNavigator>



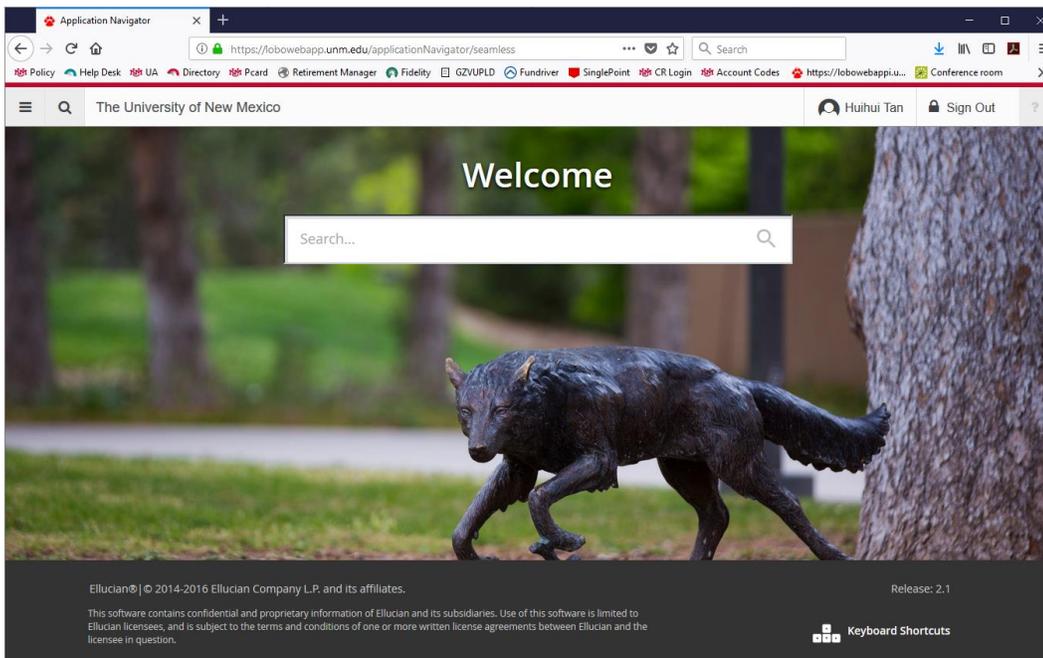
Click on  
"Banner 9  
Forms"

## Enter User name and password and click on Login



The screenshot shows a web browser window with the URL `https://login.unm.edu/cas/login?TARGET=https%3A%2F%2Flobowebapp.unm.edu`. The page title is "UNM Central Authentication Service". The main content area has a header with the UNM logo and the text "UNM Central Authentication Service". Below this is a form titled "Enter your Username and Password". The form contains a "Username:" field with the text "htan", a "Password:" field with masked characters, and a checkbox labeled "Remember me before logging me into other sites." There are two buttons: "LOGIN" and "CLEAR". To the right of the form, there is a security notice: "For security reasons, quit your web browser when you are done accessing services that require authentication!" followed by a paragraph of text. Below that is a section titled "Need help with your NetID?" with three links: "Create a UNM NetID", "Reset Password", and "Change Password". At the bottom of the page, there is a "Sensitive and Protected Information Statement" with two paragraphs of text.

## Banner Welcome page:



# TFADETL – Form for entering charges in Non-Student A/R Module

Enter customer ID

Click on "Go"

Insert Record

The screenshot shows the top portion of the TFADETL form. The browser address bar displays the URL: https://lobowebappi.unm.edu/applicationNavigator/seamless#Account Detail Form (TFADETL). The page header includes 'The University of New Mexico' and user information 'Huihui Tan'. The main form area contains the following fields:

- ID:** Y00000193 (with a dropdown arrow)
- UH General Receivables**
- Credit Limit:** (empty field)
- User:** HTAN
- Holds:** (empty field)

A green 'Go' button is located to the right of the 'Credit Limit' field. Below the form, a message reads: 'Get Started: Fill out the fields above and press Go.' The bottom status bar shows 'EDIT Record: 1/1 KEY\_BLOCK\_HOLD\_PASSWORD [1] ellucian'.

Detail code

Save

Add Doc for Xtender

Retrieve Doc for Xtender

Insert new record

Tools Menu

The screenshot shows the 'CHARGE/PAYMENTS' section of the TFADETL form. At the top, there are tabs for 'Charge/Payments', 'Deposits', and 'Memos'. Below the tabs is a table with the following columns: Detail Code, Detail Code Description, Address Type, Sequence, Units, Rate, Amount, Balance, Source, Pay Num, Doc Num, Trans Paid, Trans Num, Receipt, and Text.

Detail Code *	Detail Code Description *	Address Type *	Sequence *	Units	Rate	Amount *	Balance	Source *	Pay Num	Doc Num	Trans Paid	Trans Num	Receipt	Text
YP00	Payment - HSC UH ACH	BI	1			4,845,133.49	0.00	T	TEST	TEST		20844		
YY08	UH Clin Affairs Epi-Antimicrob	BI	1			1,111.00	1,111.00	T		TEST		20843		Y
YG01	UH-Gain Share Gastroenterol	BI	1			9,999.00	9,999.00			TEST		20842		Y
YP00	Payment - HSC UH ACH	BI	1			1,159,022.66	0.00	T				20841		
YG01	UH-Gain Share Gastroenterol	BI	1			250,000.00	0.00	T		JULY	20841	20840		
YG01	UH-Gain Share Gastroenterol	BI	1			10,000.00	0.00	T			20841	20839		Y
YP00	Payment - HSC UH ACH	BI	1			105,000.00	0.00	T	J123456			20838		Y
YY08	UH Clin Affairs Epi-Antimicrob	BI	1			11,258.74	11,258.74	T		OCT17		20837		
YY08	UH Clin Affairs Epi-Antimicrob	BI	1			11,253.37	11,253.37	T		SEP17		20836		
YA31	UH-CDD Millagro MOU	BI	1			7,416.76	7,416.76	T		OCT17		20835		

Below the table, there are tabs for 'Dates/Invoice', 'Feed/Cashier', and 'Cross Ref'. The 'Dates/Invoice' tab is active, showing 'Effective' and 'Transaction' dates as 01/24/2018. A 'Statement' date of 01/24/2018 and an 'Entry' date of 01/24/2018 are also visible. At the bottom right, there is a 'SAVE' button. The bottom status bar shows 'EDIT Record: 1/20844 TBRACCD TBRACCD\_DETAIL\_CODE [1] ellucian'.

## ***Basic Process Overview***

Financial Services uses the Non-Student Accounts Receivable (NSAR) process in Banner as the only accepted method for departments to bill outside entities for goods or services that are identified to be billed to an unrestricted funds index. Departments should not mail any other types of invoices to customers. If a department only occasionally bills outside entities, a mock invoice can be sent to the Unrestricted Accounting Office, who will create the Banner invoice. A centralized A/R billing function 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 Module to correctly reflect the balance due for each customer, all payments on invoices must be centrally processed by the Unrestricted Accounting Office, where the payment can be properly applied against the correct outstanding invoice. Centralized payment processing 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 the Unrestricted Accounting office and the UNM departments that create Non-Student A/R invoices happens through e-mail. If you have a change in staffing or assignment of duties, please be sure to let the Unrestricted Accounting office know so that the e-mail address contact for your department can be updated.

## ***Invoicing, Aging Reports, and the Collection Process***

### **○ Invoicing Customers**

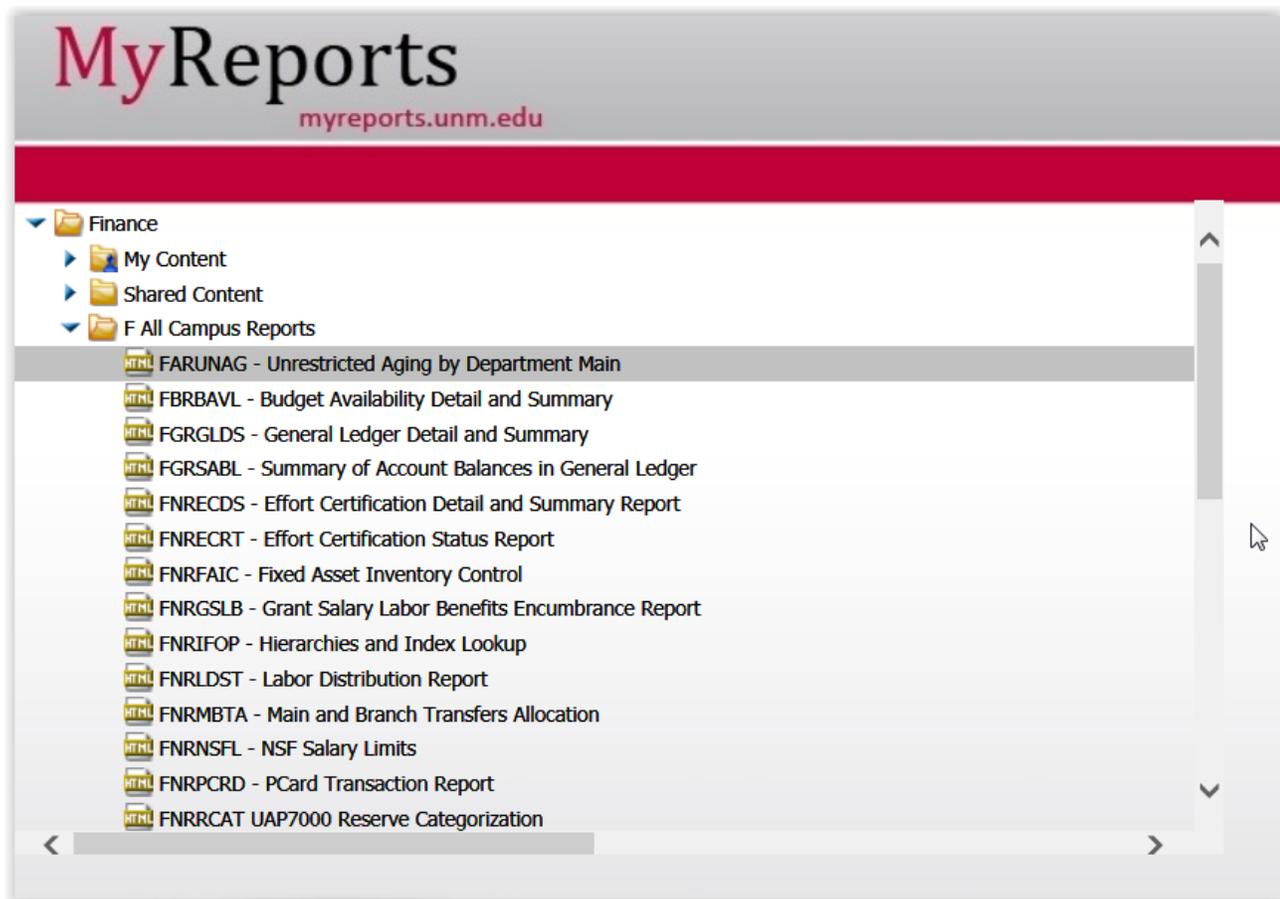
1. Main Campus invoices customers on the 1st and 16th of the month. There are three billings for the month of June – 11<sup>th</sup>, 21<sup>st</sup>, July 1<sup>st</sup>.
2. On the 15<sup>th</sup> of the month and the last business day of each month, the Non-Student A/R system will close for one day to allow for invoices to be printed on the following day. By the third day following the A/R system close, all invoices will be mailed to the customers by Unrestricted Accounting.
3. Each department that submitted invoices through Non-Student A/R will have a copy of their invoices plus any backup that was mailed, uploaded to webxtender by the third day following the A/R close.
4. 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.
5. If a credit needs to be mailed to the customer, please work closely with Unrestricted Accounting to provide the correct information and a special letter will be created and sent to the customer with the credit.

## *A/R Aging Report – MyReports*

MyReports is the reporting tool for Banner that creates the A/R aging report, FARUNAG. 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. So MyReports shows yesterday's information, whereas Banner is real-time.

Log in to “My UNM” at [my.unm.edu](http://my.unm.edu) and select the Employee Life tab. In the Banner Applications channel (box), there is a link under the Reporting section for “MyReports.”

Log in with your NetID and password and click on the folders on the left side until you have found the “F All Campus” folder, as indicated below. (Click YES if it asks if you want to display non-secure items.)



Click on the report name “FARUNAG Unrestricted Aging by Department Main” to open the report. If you do not see your department's name on the available drop down list, please call Unrestricted Accounting. The print option is under the File menu. When you close the report, MyReports might ask you if you want to save, click NO.

# 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.

University of New Mexico - Main  
Unrestricted Aging Report for MTTC Cleanroom Ops  
as of Oct 27, 2014

INVOICE NUMBER	BILL DATE	CATEGORY	AGE IN DAYS	0 TO 30 --DAYS--	31 TO 60 --DAYS--	61 TO 90 --DAYS--	91 TO 120 --DAYS--	121 + --DAYS--	NEW CHARGES PENDING INVOICE	TOTAL BALANCE
<b>MEP - MTTC Cleanroom Ops</b>										
<b>3D Glass Solutions (ID: N01622899 )</b>										
S2914470	04/30/2014	MEP	180	.00	.00	.00	.00	630.60	.00	630.60
S3071853	10/05/2014	MEP	22	2,532.00	.00	.00	.00	.00	.00	2,532.00
S3071858	10/05/2014	MEP	22	2,369.25	.00	.00	.00	.00	.00	2,369.25
S3095364	.	MEP	.	.00	.00	.00	.00	.00	2,625.00	2,625.00
<b>*SUBTOTAL 3D Glass Solutions</b>				<b>4,901.25</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>630.60</b>	<b>2,625.00</b>	<b>8,156.85</b>
<b>BioDirection, Inc (ID: N01692765 )</b>										
S3000387	09/05/2014	MEP	52	.00	7,274.48	.00	.00	.00	.00	7,274.48
S3095362	.	MEP	.	.00	.00	.00	.00	.00	21,193.50	21,193.50
<b>*SUBTOTAL BioDirection, Inc</b>				<b>.00</b>	<b>7,274.48</b>	<b>.00</b>	<b>.00</b>	<b>.00</b>	<b>21,193.50</b>	<b>28,467.98</b>
<b>Defiant Technologies, Inc. (ID: N01622898 )</b>										
S2375706	12/31/2012	MEP	665	.00	.00	.00	.00	.85	.00	.85
<b>Raytheon KTECH (ID: N01622904 )</b>										
S3095363	.	MEP	.	.00	.00	.00	.00	.00	380.63	380.63
<b>TriLumina, Inc. (ID: N01622885 )</b>										
S3071855	10/05/2014	MEP	22	780.40	.00	.00	.00	.00	.00	780.40

- **Aging Reports**

- 1) Aging reports are to be obtained on your own through MyReports – Report FARUNAG. See the *Reference Materials* section for more information.
- 2) **Review your aging report.** Compare the aging report to the current invoices that were received to ensure that the department received copies of all invoices sent to customers. If the department is missing an invoice stated on the aging report, please request a copy from the Unrestricted Accounting by e-mail.

- **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 will be focused on invoices older than 90 days. At various times throughout the month, Unrestricted Accounting will draft collection letters, and e-mail those to the department for review. The department will be given a deadline for replying with any changes.
- 3) The collection letter, along with a copy of the original invoice and any backup, will be mailed on the day following the deadline for changes, with a copy also e-mailed to the department for their records.

### ***“Past Due” Collection Letter process***

- 1) The collection letters will be focused on the invoices with past-due balances over 90 days old.
- 2) At various times though out the month, collection letters will be generated and e-mailed to the department for approval.
- 3) These letters are not for the customers at this time, please do not mail, fax or scan letters, they are for department approval only.
- 4) If you do not want a collection letter generated for a specific invoice, you will need to contact Unrestricted Accounting by e-mail with specific reasons why. Departments requesting that collection letters NOT be sent must contact the Unrestricted Accounting by the deadline that is provided when the letters are sent for approval.
- 5) If you do not notify us by the deadline, we will assume that the letters are correct, thus indicating your silent approval. The collection letter, along with a copy of the original invoice and any backup, will be mailed on the business day following the deadline.
- 6) An exact copy of the customer’s collection letter will be kept on file in the Unrestricted Accounting office and will be e-mailed to the department for their records.

### ***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 Unrestricted Accounting 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.

## ***Adding New Customers***

You must first **verify if the customer is paying with federal funds or federal pass through funds**. If the customer is using federal or federal pass through funds, contact the Office of Sponsored Projects (277-4186; osp.unm.edu) for a determination to be made as to whether the proposed activity meets the “Sponsored Research” to be billed through Main Campus Contract and Grant Accounting, or the “NSAR” criteria to be billed by Unrestricted Accounting.

### ○ **How do you get a Customer ID number?**

Send an e-mail to Karen Diaz, [kdiaz01@unm.edu](mailto:kdiaz01@unm.edu) at Unrestricted Accounting Office (and copy Steffany Sandoval, [steffany@unm.edu](mailto:steffany@unm.edu) with the following information:

- What is being billed?
- Is there a signed agreement?
  - If so, send a scanned copy. Fiscal Services will determine if it should be done through NSAR.
- Will the customer be paying with federal funds or federal pass through funds?
- Company Name
- Billing Address
- Attention to (if any)
- Company phone number
- Is there any foreign component involved in this activity?

Unrestricted Accounting will reply by return e-mail with the Company’s new customer number.

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

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

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

The “BI” address is the “Billing” address used by the Non-Student A/R module to produce invoices that are mailed to that company’s billing address with the current charges. Accounts Payable uses the “BU” address for generating payment to vendors, and Banner will not produce 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 when I'm posting?**

Yes, you can add or delete information that is in the 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?**

Send an e-mail to Steffany Sandoval, [steffany@unm.edu](mailto:steffany@unm.edu) and copy Karen Diaz, [kdiaz01@unm.edu](mailto:kdiaz01@unm.edu) at Unrestricted Accounting-Main. Provide an index number for revenue and a description of the type of charges to be posted.

- **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. It depends on the needs of the department. Discuss your department's needs with Karen or Steffany.

## ***Monthly Deadlines***

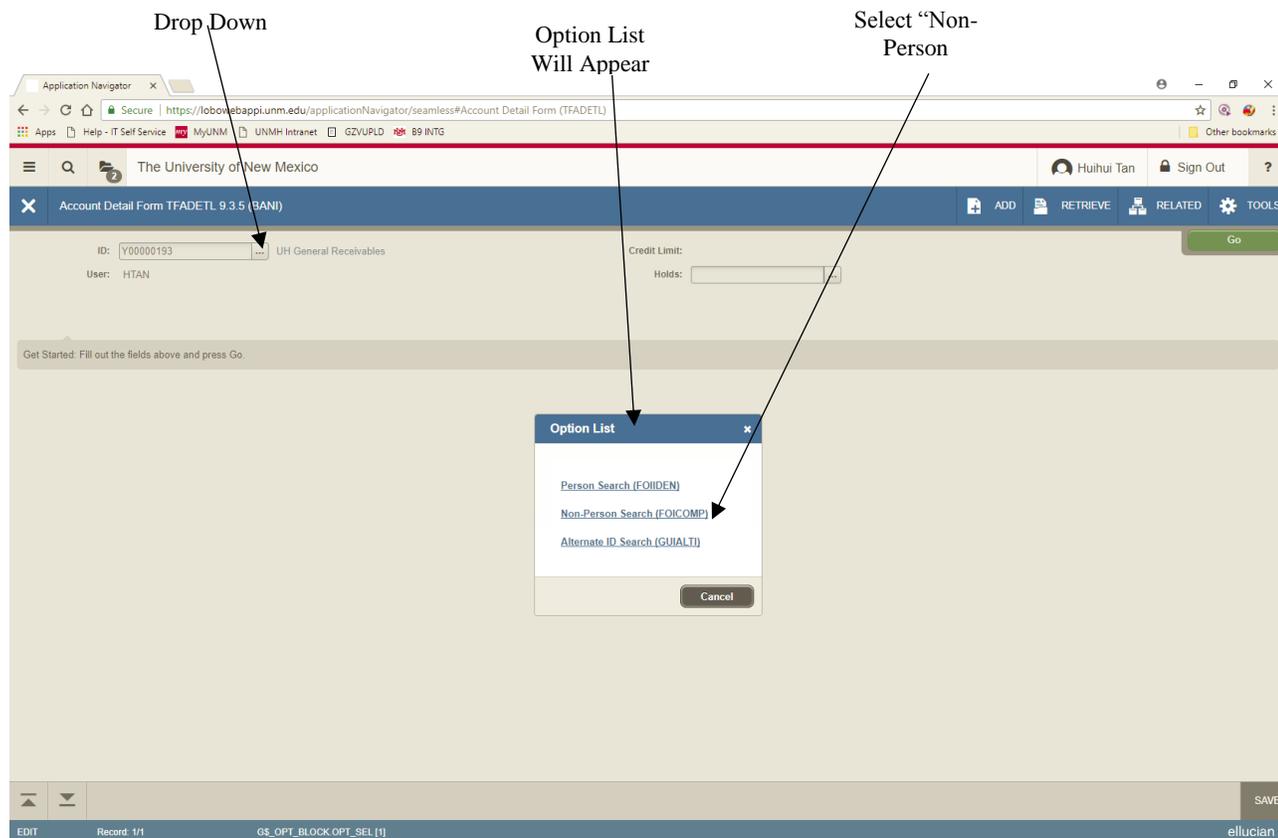
The following schedule shows the proposed processing deadlines, which will be adjusted to avoid weekends and holidays.

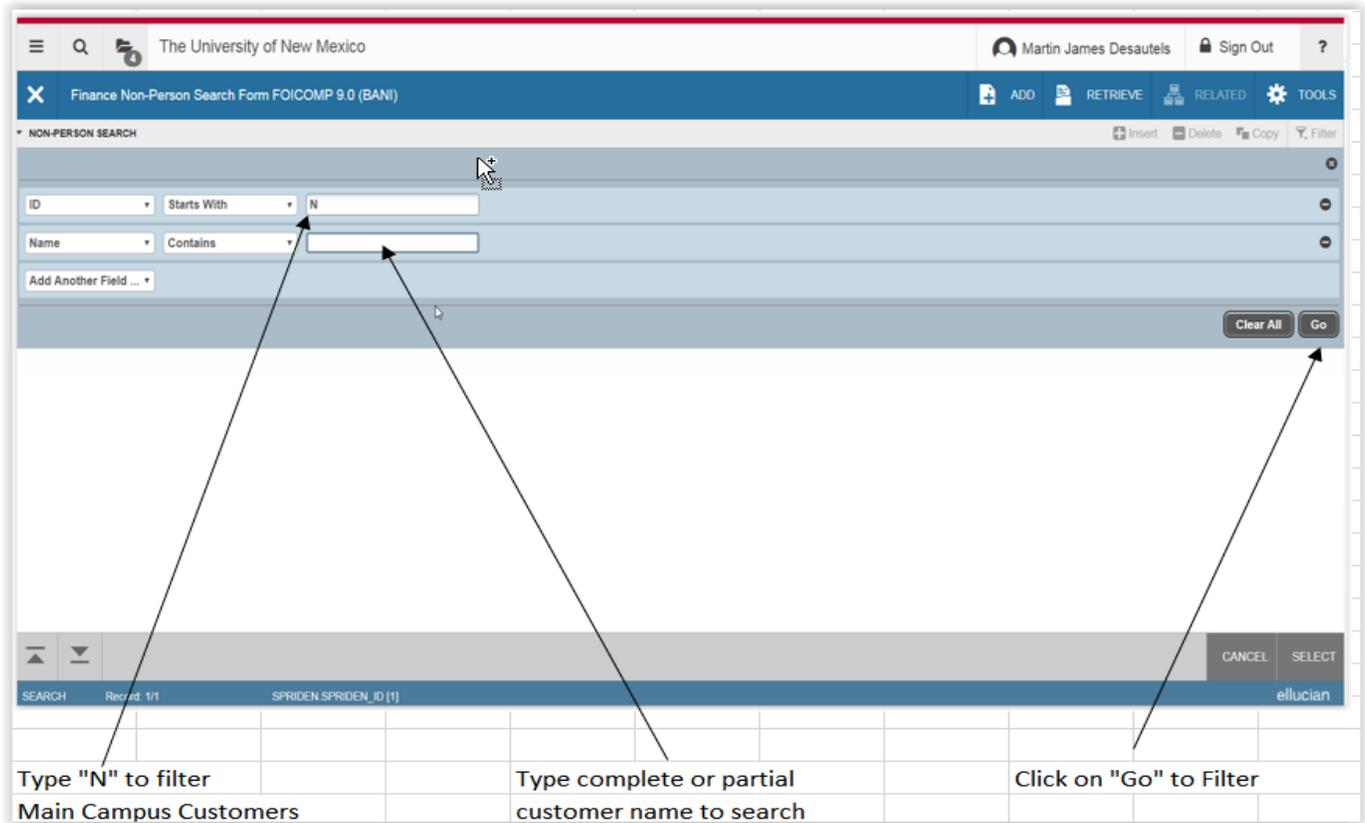
<b>NSAR Processing Deadlines</b>			
<b><u>Day of each Month</u></b>		<b><u>Function to be completed</u></b>	<b><u>Completed by</u></b>
<i><u>Mid</u></i>	<i><u>End of</u></i>		
<i><u>Month</u></i>	<i><u>Month</u></i>		
14th	29th	Deadline for entering invoices to process	Department Staff Unrestricted
15th	Last day	Non-Student A/R Invoices closed for month	Accounting, Main Unrestricted
16th	1st	Customer invoices printed	Accounting, Main Unrestricted
19th	3rd	Customer invoices mailed out	Accounting, Main Unrestricted
19th	3rd	Scanned copies of invoices e-mailed to Department Departments receive monthly aging report	Accounting, Main Unrestricted
N/A	3rd	via e-mail	Accounting, Main

# 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 “Add another Field” to add “ID” and “Name” field, for “ID”
  - d. Click on “Go” button.
  - e. Find the correct title and look for the 9 digit number that starts with a “N”. **Note:** the letter “N” is identified as Main.
  - f. Leave cursor on the “N” number in the left hand column and click on “Select”, 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 filter a different Customer ID number, click on the “Start Over” button and it will clear your screen to start over.





### Select Proper Detail Code

- 4) Click on the “Go” 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):
  - h. Click the “Insert” icon.
  - i. This will create a blank highlighted field where you can key in a new charge (posting).
  - j. 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 Additional Text, which is described later. Note: Don’t forget the HIPAA rules regarding protected health information when typing information about individuals.
  - k. 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 is not the correct address.

Enter Detail Code

Check Address Type

Click "Insert" to insert a new line

The screenshot shows the Banner Financials 'Account Detail Form' for 'The University of New Mexico'. The browser address bar shows 'https://lobowebappi.unm.edu/applicationNavigator/seamless/#Finance Non-Person Search Form (FOICOMP)'. The page title is 'Account Detail Form TFADETL 9.3.5 (BANI)'. The user is identified as 'Huihui Tan'. The form displays a table of charges with the following data:

Detail Code *	Detail Code Description *	Address Type *	Sequence *	Units	Rate	Amount *	Balance	Source *	Pay Num	Doc Num	Trans Paid	Trans Num	Receipt	Text
YP01	Payment - HSC	BI		1		375.00	0.00	T	2529			2	2061396	
YD94	PED-Summer Asthma Institute	BI		1				T						
YD94	PED-Annett Court Testimonies	BI		1	1.500000	250.000000	375.00	0.00	T			2	1	Y

Below the table is a form for 'Dates/Invoice' with fields for Effective, Transaction, Bill, Due, Statement, Entry, Invoice Number, and Invoice Paid. The 'BALANCE DETAILS' section shows Query Balance, Account Balance, Amount Due, Memo Balance, NSF, and Receipt? fields.

## 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 Tool 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

The screenshot shows the Banner account detail form for TFADETL 9.3.5 (BANI). The table below shows the charge details:

Detail Code *	Detail Code Description *	Address Type *	Sequence *	Units	Rate	Amount *	Balance	Source *	Pay Num	Doc Num	Trans Paid	Trans Num	Receipt	Text
YP01	Payment - HSC	BI		1		375.00	0.00	T	2529				2	2061396
YD94	PED-Summer Asthma Institute	BI		1	5.000000	20.000000	100.00	100.00						
YD94	PED-Annett Court Testimonies	BI		1	1.500000	250.000000	375.00	0.00	T			2	1	Y

Annotations in the image include:

- Arrows pointing to the 'Units' and 'Rate' columns in the table, with the text: "Charge Amount Option #1 – Units & Rate (Here is 5 units @ \$20.00) = Automatic Total".
- An arrow pointing to the 'SAVE' button at the bottom right of the form.

Type “Next” or the Exact S #

Click “Save”

## Charge Amount Option #2 – Enter amount only

Approvals Notification Form

Secure | https://lobowebappi.unm.edu/applicationNavigator/seamless#Approvals Notification Form (FOIAINP)

The University of New Mexico

Huihui Tan Sign Out

Account Detail Form TFADETL 9.3.5 (BANI)

ADD RETRIEVE RELATED TOOLS

ID: Y01624180 The Duhigg Law Firm Credit Limit: User: HTAN Holds: Start Over

Charges/Payments Deposits Memos

CHARGES/PAYMENTS

Detail Code *	Detail Code Description *	Address Type *	Sequence *	Units	Rate	Amount *	Balance	Source *	Pay Num	Doc Num	Trans Paid	Trans Num	Receipt	Text
YP01	Payment - HSC	BI	1			375.00	0.00	T	2529			2	2061396	
YD94	PED-Summer Asthma Institute	BI	1			100.00	100.00							
YD94	PED-Annett Court Testimonies	BI	1	1.500000	250.000000	375.00	0.00	T			2	1	Y	

Effective \* 02/15/2018 Statement

Transaction \* 02/15/2018 Entry 02/15/2018

Bill Invoice Number

Due Invoice Paid

BALANCE DETAILS

Query Balance 0.00 Memo Balance 0.00

Account Balance 0.00 NSF 0

Amount Due 0.00 Receipt? N

EDIT Record: 2/3 TBRACCD TBRACCD\_SRCE\_CODE [2] ellucian SAVE

Type "Next" or the exact S#

Click "Save"

## Enter Additional Text

- 14) Additional 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 "Additional Text".
  - 16) This will open a new form. Note: if you need to type multiple lines, you will need to click Insert each time to start a new line. Also, don't forget the HIPAA rules regarding protected health information when typing information about individuals.
  - 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 Additional text screen on the next page.)

## Additional Text

The screenshot shows a web browser window with the URL [https://lobowebappi.unm.edu/applicationNavigator/seamless#Approvals Notification Form \(FOIAINP\)](https://lobowebappi.unm.edu/applicationNavigator/seamless#Approvals Notification Form (FOIAINP)). The page title is 'Approvals Notification Form'. The user is logged in as 'Huihui Tan'. The page displays a form for 'Additional Text Control' with the following fields:

- Detail Code: YD94
- Transaction Number: [ ]
- Additional Text: line 1: test additional text; line 2: customer details

Buttons include 'Return', 'Insert', 'Delete', 'Copy', and 'Filter'. A 'Start Over' button is located at the top right. At the bottom right, there is a 'SAVE' button. The footer shows 'Record: 3/3' and 'ellucian'.

Type Additional text

Click "Insert" to insert new lines

Click "Save"

## Entering Another Charge Record

18) If you need to continue with other invoices, select one of these options:

- If using the **same** customer number, start with instruction #8 above, to enter a new record.
- If the invoice is for a **different** customer, click the "Start Over" 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

- 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**
- 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.
- Click on "**Save**" icon
- Move your cursor to "**Payment/Charge**" field.

- 5) Click on the “**Tools**” menu and select “**Close Session**”.
- 6) Click on the “**Tools**” 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 start over, 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.
- 7) Exit form by the “X” button in the top left corner.

**TGACREV Form – to close a session:**

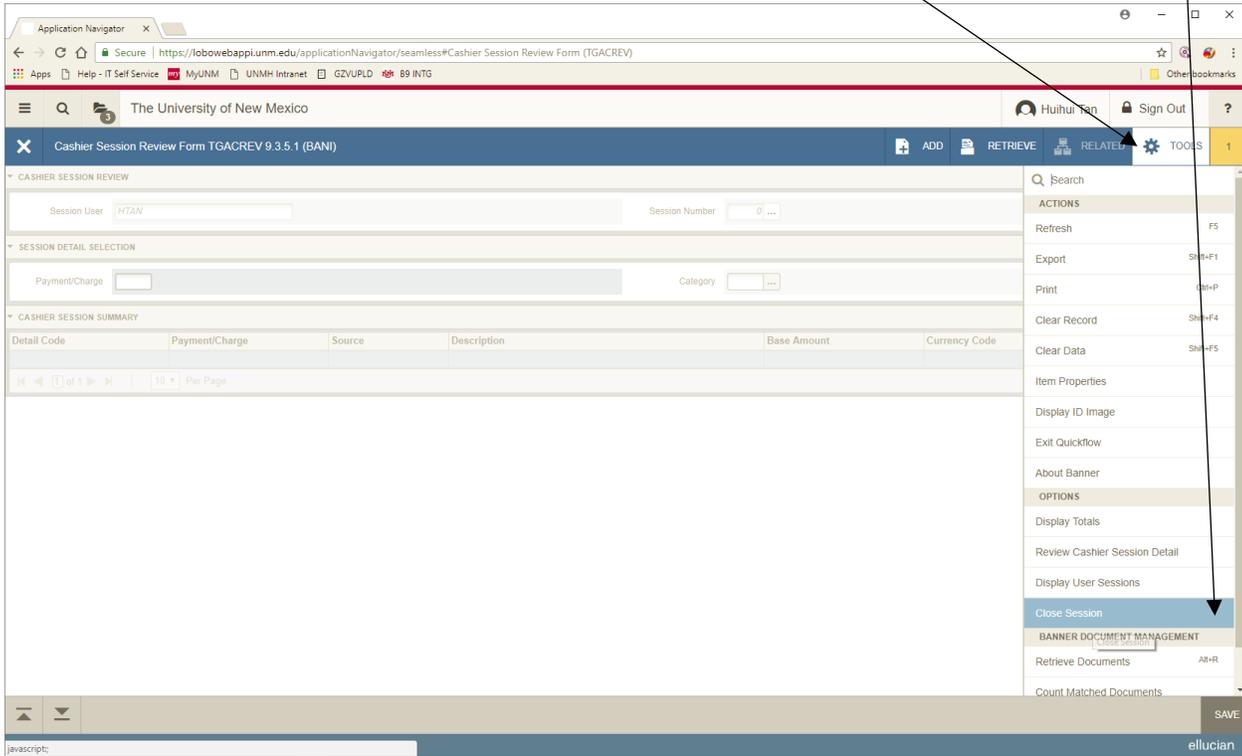
The screenshot shows the 'Cashier Session Review Form TGACREV 9.3.5.1 (BANI)' in a web browser. The form is divided into several sections:

- CASHIER SESSION REVIEW:** Contains a 'Session User' field with 'HTAN' and a 'Session Number' field with '0'.
- SESSION DETAIL SELECTION:** Contains a 'Payment/Charge' field and a 'Category' dropdown menu.
- CASHIER SESSION SUMMARY:** A table with columns: Detail Code, Payment/Charge, Source, Description, Base Amount, Currency Code, and Foreign Amount. It shows 'Record 1 of 1'.

Four steps are annotated with arrows:

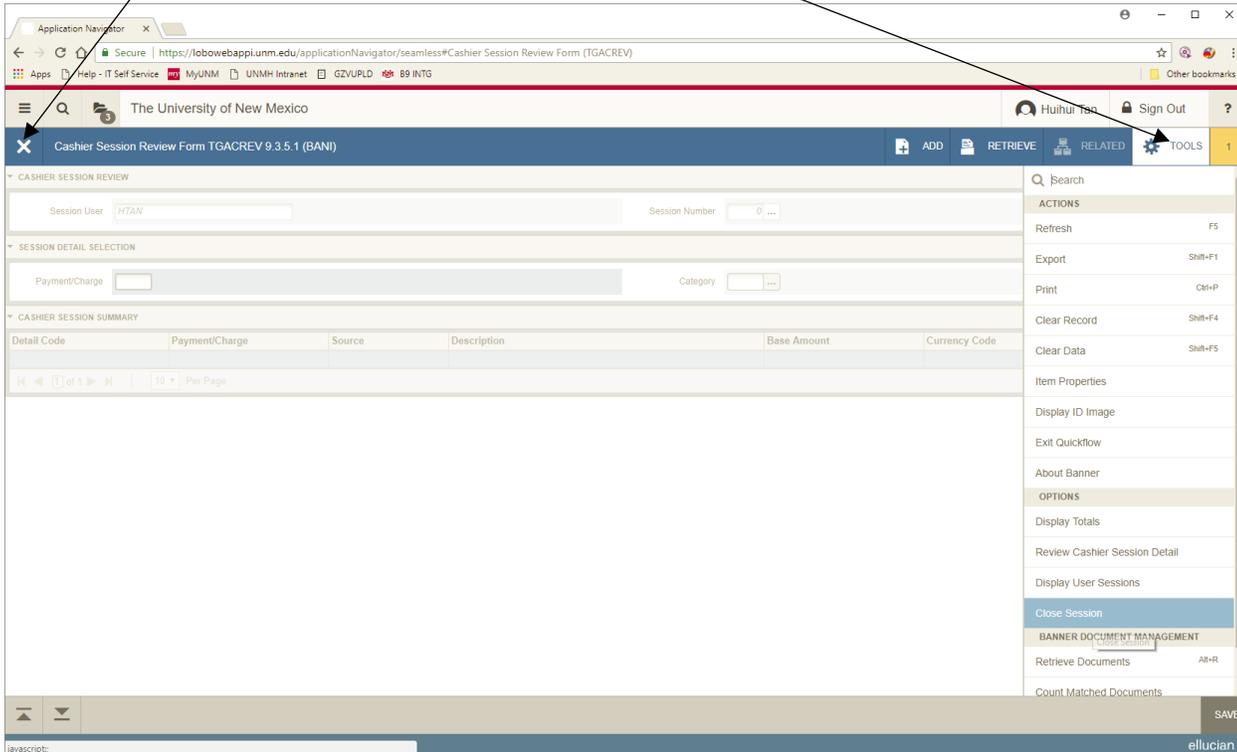
- Step 1: Enter NetID** points to the 'Session User' field.
- Step 2: Session Number (Always 0)** points to the 'Session Number' field.
- Step 3: Save** points to the 'SAVE' button at the bottom right.
- Step 4: Move cursor on "Payment/Charge"** points to the 'Payment/Charge' field.

**Step 5:** Click “Tools” menu and select “Close Session”



**Step 7:** Use “X” to Exit

**Step 6:** Click “Tools” menu and review more options



# Payment Processing

## *Where to send payments for depositing*

All checks must be delivered to the Unrestricted Accounting Office, located in the Perovich Business Center, Suite 3100. No checks should be left unattended at any time. 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 monies total 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, etc.) for payment on Non-Student A/R invoices, those funds must be applied (deposited) by the Unrestricted Accounting 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 the funds. Once the department has instructions from the customer, then the department must send those instructions to Unrestricted Accounting, who will ensure that another member of the Unrestricted Accounting 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 Unrestricted Accounting 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.

## **Bad Debt Calculation and Policy**

Because customers sometimes do not pay their debts, the University must create a reserve for uncollectible charges called the Bad Debt Reserve. Each quarter, Unrestricted Accounting office will calculate the amount that each department will be charged for their share of the Bad Debt Reserve based on the department's unpaid customer invoices. The calculation is based on a combination of the amount and how long the invoice has gone unpaid (its age). An invoice entered on May 1<sup>st</sup> and unpaid on May 31<sup>st</sup> is 31 days old.

Typically, the Bad Debt calculation formula is as follows:

<u>Age of invoice:</u>	<u>% of Amount Reserved in Bad Debt</u>
0-30 days	2%
31-60 days	25%
61-90 days	50%
91-120 days	75%
Over 120 days	100%

When a charge is moved to the Bad Debt Reserve, it is assumed that this charge is still owed to the University, but that collection on the debt is unlikely. If there is a collection on the debt once the charge has been moved to the bad debt reserve, the department's bad debt expense will be credited in the next quarter.

### ***Contracted Collections and Legal action***

If the Department, in conjunction with Unrestricted Accounting, has exhausted all avenues 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 discussed in the following sections defined by the Banner form used. Payments using detail code "NP01" are payments made by check/cash, "NP02" are credit card payments, and "NP08" are Wire/ACH payments. "NP03" belong to that customer, but Unrestricted Accounting couldn't find one specific invoice to apply it against, so it was applied only as a general payment on account.

### Query Invoices in TGIACCD: (when you have one data element, like 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 your 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 give you 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 YP%)

### 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. Unrestricted Accounting office uses the following system for each customer. The following documents are scanned and uploaded into Xtender in Banner.
  - i. Copies of checks
  - ii. Copies of invoices
  - iii. Copies of collection letters
  - iv. Copies of credits
  - v. 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 Unrestricted Accounting in a timely fashion, then the department’s revenue will be reversed and the invoice will be moved to the Bad Debt Reserve account. If the disputed billing issue is subsequently resolved and the invoice is paid, the correction can be made and the department’s revenue will be restored.

## Customer Adjustments, Credits and Refunds

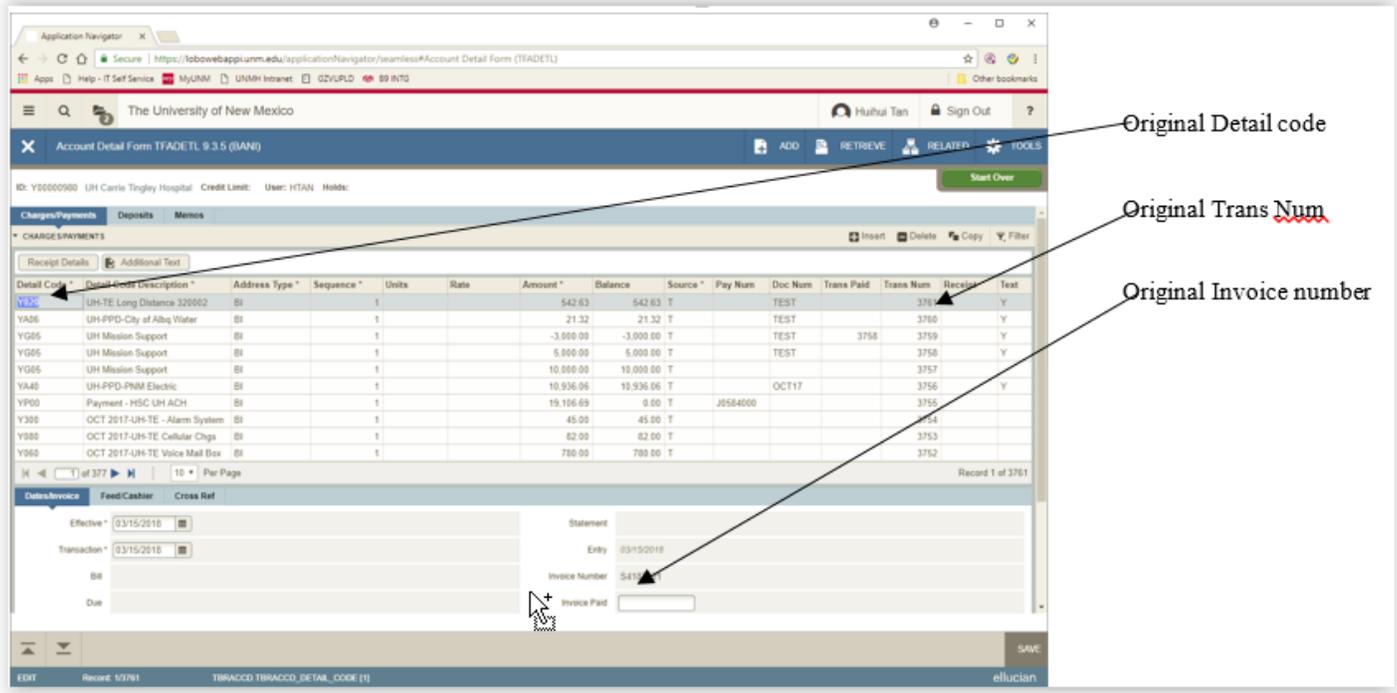
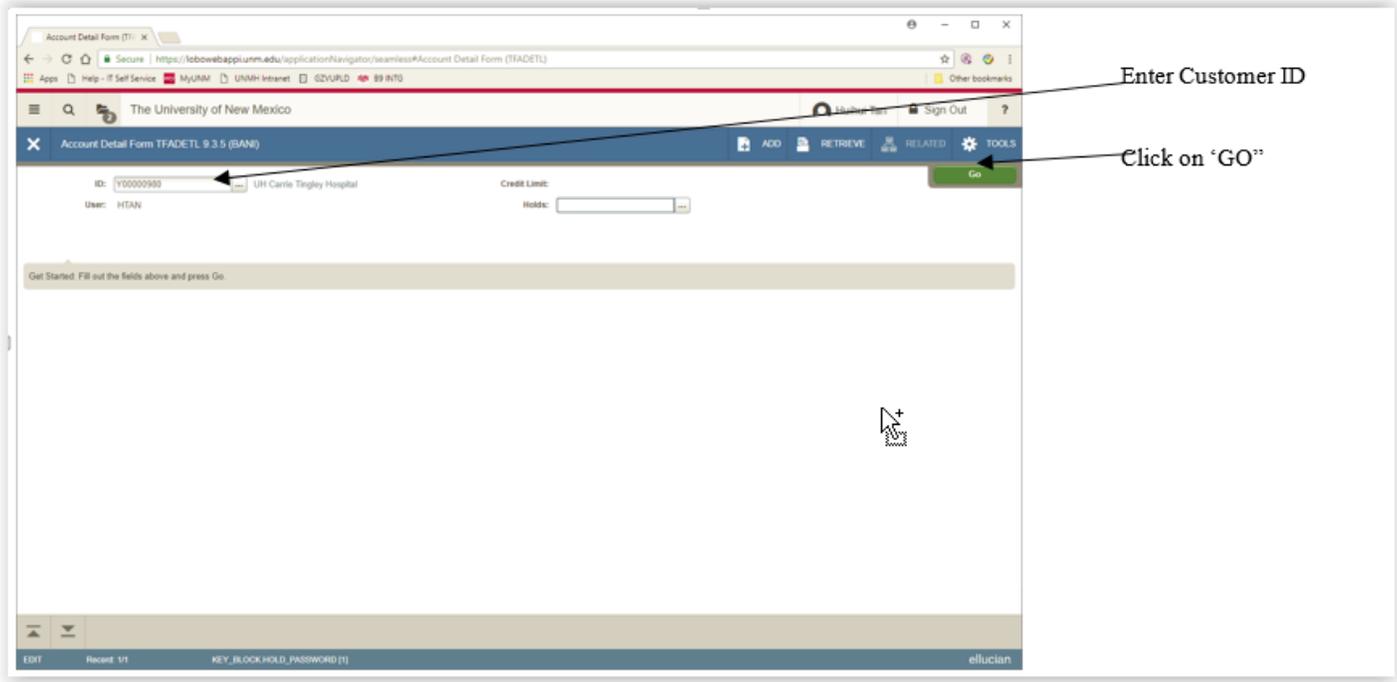
Every credit must be connected to another invoice, so you will need to have the invoice transaction number (“Trans Num”) that you want to apply the credit to. Credits are not normally sent to customers, so if you want a copy of the credit mailed, you must contact Unrestricted Accounting.

Refunds are issued only by the Unrestricted Accounting office. If a refund needs to be sent to a customer, you **must** contact Unrestricted Accounting.

### *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 Unrestricted Accounting!

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 Additional 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 Unrestricted Accounting to inform us 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 additional 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.



The screenshot shows the 'Account Detail Form TFADTEL 9.3.5 (BAN)' interface. The main table displays a list of charges with columns for Detail Code, Description, Amount, Balance, Source, and Trans Num. Below the table is a form for entering transaction details, including Effective, Transaction, Statement, Entry, Invoice Number, and Invoice Paid fields. A 'Save' button is located at the bottom right of the form.

Annotations on the right side of the image provide instructions for data entry:

- Click "Insert"
- Enter Detail code
- Enter a negative amount
- Enter the Original Trans Num in "Trans Paid"
- Enter the Original Invoice number in "Invoice Number"
- Click "Save"
- Enter Additional Text

Detail Code *	Detail Code Description *	Address Type	Sequence *	Units	Rate	Amount *	Balance	Source *	Pay Num	Doc Num	Trans Paid	Trans Num	Receipt	Text
Y820	UH-TE Long Distance 320002	BI		1		542.63	542.63	T		TEST			3761	Y
Y820	UH-TE Long Distance 320002	BI		1		-25.00	-25.00	T		TEST				
YA06	UH-PPD-City of Albuquerque	BI		1		21.32	21.32	T		TEST			3760	Y
YG05	UH Mission Support	BI		1		-3,000.00	-3,000.00	T		TEST		3758	3759	Y
YG05	UH Mission Support	BI		1		5,000.00	5,000.00	T		TEST			3758	Y
YG05	UH Mission Support	BI		1		10,000.00	10,000.00	T					3757	
YA40	UH-PPD-PNM Electric	BI		1		10,936.06	10,936.06	T		OCT17			3756	Y
YP00	Payment - HSC UH ACH	BI		1		19,100.00	0.00	T	J0584000				3755	
Y300	OCT 2017 UH-TE - Alarm System	BI		1		45.00	45.00	T					3754	
Y880	OCT 2017 UH-TE Cellular Chgs	BI		1		82.00	82.00	T					3753	
Y860	OCT 2017 UH-TE Voice Mail Box	BI		1		780.00	780.00	T					3752	

## ***Banner Access Roles Needed***

1. Log in to [my.unm.edu](http://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:
  - **Department Accounts Receivable Processor** – to enter new charges
  - **Department General Inquiry**– to access reports in E-print and MyReports.

## ***Quick List of Banner Forms (Screens):***

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

<u>Form</u>	<u>Form Name</u>	<u>Purpose</u>
TFADETL	Account Detail Form	To enter new charges
TGACREV	Cashier Session Review Form	To close your session
TGIACCD	Account Detail Query Form	Query invoice or detail code
TFIAREV	Account Detail Review Form	Query customer activity
TFAACCT	Account Review Form	Current customer balance due <i>(Billing Date Aging info only!)</i>

### **Finance forms:**

<u>Form</u>	<u>Form Name</u>	<u>Presents view of:</u>
FGIBDST	Budget Status	Year to date revenue and expense balances
FGITRND	Detail Transactions	Individual revenue and expense transactions

**Sample Invoices**



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

**Bill To:**

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

Invoice Number: S3776570

Customer ID: N01622904

Bill Date: 10/15/2016

Due Date: 11/14/2016

Doc #	Date	Description	Rate	Units	Bill Amount
SEP 2016	10/13/2016	MTTC Cleanroom Usage 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 Contact info: David Milton, 505-272-7154 miltond@unm.edu	96.25	4.6	\$442.75

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

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



**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 Please include the following information with your payment: N01712042 and S3751241 Description: NM Mesa PR# 386638 Dora Dominguez 505-277-2366			\$90.95
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	Balance Due: \$90.95
Invoice Number: S3751241	Amount Remitting: _____
Credit Card Payments can be made online at: <a href="http://ua.unm.edu/non-student-accounts-receivables.html">http://ua.unm.edu/non-student-accounts-receivables.html</a>	
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	

***Sample Collection Letters***

**First 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):

<i>UNM Acct#</i>	<i>Invoice</i>	<i>Date mailed</i>	<i>Amount</i>
Nxxxxxxxx	Sxxxxxxxx	m/d/201x	\$xxx.xx

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):

<b><i>UNM Acct#</i></b>	<b><i>Invoice</i></b>	<b><i>Date mailed</i></b>	<b><i>Amount</i></b>
N0xxxxxxx	Sxxxxxxx	m/d/201x	\$xxx.xx

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*

**Third 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)

<i>UNM Acct#</i>	<i>Invoice</i>	<i>Date mailed</i>	<i>Amount</i>
N0xxxxxx	Sxxxxxxx	m/d/yyyy	\$x,xxx.xx

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,