Billing and Accounts Receivable Improvements

Use EFS for billing external entities (customers)

Improvements for Departments and the University

- Strengthened internal controls
- Reduced or eliminated the need for departments to handle check and credit card payments
- Improved cash flow, funds deposited directly at the bank so they can be used immediately
- Reduced or eliminated the need for departments to track, remit and file sales tax
- Follow-up of past due invoices handled automatically
- Increased visibility to overall receivables and customer credit risk

Improvements for Customers

- Customer only needs one vendor record in their accounts payable system
- All checks sent to lockbox regardless of department with which they are doing business
- Offers customers alternative forms of payment including EFT and credit/debit card
- Reduction in calls and to customers from University staff searching for a "home" for misdirected checks.

Improve your Billing and AR experience by taking advantage of these standard features

Charge Codes, Distribution Codes and Standard Notes

Using these codes minimizes the number of fields that need to be filled in during bill entry and reduces the chance of data entry errors.

- A *distribution code* is a code for a particular combination of ChartField values.
- A *charge code* is a way to identify the item being sold. It associates the line description, unit of measure, unit price, and ChartString distribution with the code.
- A *standard note* is a predefined set of text that can be used as a header or line note.

Speed Types

Speed Types may be used on departmental deposits to streamline entry and reduce the chance of data entry errors. A *Speed Type* is a code for a particular combination of ChartField values. Speed Types are defined by individual user.

Improvements delivered with the 9.2 Upgrade

Automatic e-mailing of invoices to customers– E-mailing can help reduce the cost of distributing invoices to customers. Faster delivery of invoices many times results in quicker payment from customers. Ask customers if they would like to receive their invoice via e-mail and then pass this information along to your Cluster Billing Specialist so that the customer and contact may be set-up accordingly.

Attachments – Supporting documentation may be distributed along with the invoice. Supporting documentation may be uploaded to EFS and stored with the bill. Attachments must be in PDF format. Attachments are printed and mailed with printed invoices or attached and sent with an e-mailed invoice.

Further, when an invoice is finalized and printed or e-mailed, a PDF copy of the invoice is stored in EFS. It can be easily accessed from the billing or AR pages.

Improve handling of payments and receive revenue sooner

Banking Information Requests and W-9 Forms – Banking information for making a wire or ACH payment to the University is printed on the back of the invoice or included via a link in an e-mailed invoice. If possible, let the system generate the invoice so that the customer will receive this information.

If the customer requests that a banking form or W-9 form be completed, send the form to arpaymnt@umn.edu.. Accounts Receivable Services will complete the form and obtain necessary signatures.

NOTE: If a customer will be sending money to the *University of Minnesota Foundation*, do NOT send the University of Minnesota W-9. Contact the Foundation for instructions.

Check received in department – If a department receives a check for an invoice that was created in EFS, they should send it to the bank lockbox via US mail, NOT campus mail.

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Minneapolis, MN 55485-5960

Payment Remittance – forward all remittance notifications to arpaymnt@umn.edu.

Misdirected checks – If you receive a check payment in your department and don't know what it is for, send it to the non-sponsored AR bank lockbox (address above). Do not hold onto the check trying to find a home for it.

Improve the bill paying experience for your customers and receive revenue sooner

Obtain accurate customer name, address, and contact information. If an *individual* is responsible for paying the invoice, please ask them for their *personal address* (not their business address). If the business or organization is responsible for paying the invoice a business name and address is appropriate.

Contact information should include a person's name, telephone number, and e-mail address. E-mails are used for automatic collection follow-up.

Purchase Order (PO) Numbers – Ask the customer if their company or organization uses purchase orders and obtain a purchase order number. If a customer has given you a PO number, be sure to include it on the invoice in the *PO Ref* field. This will help the customer's AP department pay the invoice and will ensure the information is included on statements of account.

Improve your department's monitoring of Accounts Receivable

Reporting Center Reports – There are two reporting center reports that can be used to monitor your department's accounts receivable activity. The Accounts Receivable Status by Chartstring is similar to an aging report but also includes closed invoices. The Accounts Receivable Activity by Invoice shows all activity for an AR item including payment information.