



# Departmental Collections User Guide

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## Overview to OSU Collections

Departments that sell goods and services to students, employees, and external customers (individuals and organizations) must record accounts receivable as well. If a receivable remains uncollected after 90 days (180 days after the original due date), the department is required to transfer the receivable to the Office of the University Bursar (OUB) for collection. Previously, many departments transferred receivables to OUB using a paper form. For additional Accounts Receivable policy information, see the Office of Business and Finance Policy 5.14 - Accounts Receivable.

([http://www.busfin.ohio-state.edu/FileStore/PDFs/514\\_AccountsReceivable.pdf](http://www.busfin.ohio-state.edu/FileStore/PDFs/514_AccountsReceivable.pdf))

## Departmental Collection Charges

The Bursar's Office charges departments a monthly fee for collection costs. Departments will be charged 11% of the total dollar amount of payments received from accounts being collected by the Bursar's office and 20% of the total dollar amount of payments received from accounts being collected by the Ohio Attorney General. This charge is posted to account 63603 (Collection Expense) on the GL, and it is charged to the department at the time the receivable is collected (or shortly afterwards).

## Process Overview

The Collection Receivable transfer page in SIS used to transfer receivables consists of only one page. Individuals should be transferred via the Customer Collection Receivable page and organizations/companies should be transferred via the Corporation Collection Receivable page. The information that is needed on the transfer page is similar to the paper form that was used to transfer receivables prior to July 2009. An additional page is available to adjust only receivables that have been sent to OUB through the SIS transfer page.

## Reporting

Once accounts receivable are posted in the system, they will appear on the new Student Financials Reports in the eReports Portal. The reports may be run by ChartField combination, Fiscal Year or Account Period and will provide a view of transferred receivables by Aging Category and a detailed breakdown by individual or organization. For additional information on running eReports, visit the OSU eReports homepage: <http://ereports.osu.edu/>. To request access to Student Financial reports in eReports, complete the OSU SIS Reporting Access Request form found on the Security/Workflow Access page at: <http://oit.osu.edu/hrfin/securityandworkflow.html>. Select eReports Access as the User Module Access Requested (Section VI) and Student Financials Reports as the User Role.

## Questions

All questions about this process should be directed to OUB email at [internalbursar@osu.edu](mailto:internalbursar@osu.edu) with a subject line of Departmental Transfer. Emails are responded to within 2 to 3 business days.

## Access the Human Resources/Student Information System

Although HR/SIS is an integrated database, there are two possible ways to access the system. Which method you use will depend on how you initially received access to HR/SIS.

Regardless of the login method, every user accesses and uses the same HR/SIS database.

### If you first accessed the system as a Student Information System user:

**This is the method anyone whose first access to HR/SIS is to complete departmental collections processes.**

You will access the system using your OSU Internet Username (name.n) and Password.

Buckeye Link is the preferred access point for SIS users. A link to the SIS log in page is available on the Faculty and Staff Buckeye Link page at

<http://buckeyelink.osu.edu/facultystaff.php>. Click the **Student Information System (main page)** link.

The screenshot shows the login page for the Student Information System. The page title is "The Ohio State University" and the URL is "www.osu.edu". The main heading is "You've requested a web page which requires a user login." Below this, there are two input fields: "Identify Yourself" (with a sub-heading "Enter your 'name.n'") and "Password or Passcode" (with a sub-heading "Enter your account password."). A "Login" button is located below the password field. On the right side, there is a sidebar with links for "OIT Systems Status", "Need Help?", and "Other questions?".

### If you first accessed the system as a Human Resources user:

You will access the system using the User ID and Password you currently use to perform your HR duties. The Student Financials node will be included in your Menu if you are a departmental collections user.

A link to the HR log in page is available at <http://www.oit.ohio-state.edu/hrfin/systems.html>. Click the **Human Resources Login** link.

The screenshot shows the login page for Human Resources users. The page title is "The Ohio State University" and the URL is "www.osu.edu". The main heading is "Message of the day" followed by a "NOTICE ABOUT IE8" warning. Below the notice, there is a "User ID:" field with the value "90028347" and a "Password:" field with masked characters. A "Sign In" button is located below the password field. On the right side, there is a "Select a Language:" dropdown menu with a list of language options including English, Spanish, Danish, German, French, Italian, Dutch, Portuguese, Swedish, Chinese, Japanese, Russian, and Arabic.

If you are unable to access HR/SIS, you must complete the SIS Access Request Form found on the Security/Workflow and System Access page at: <http://oit.osu.edu/hrfin/securityandworkflow.html>.

## Set User Defaults

In order to access the appropriate values in the fields on the transfer page, it is important to set your user defaults before you begin.

Navigate to **User Defaults** page.

**Path: Set Up SACR > User Defaults**

Update/confirm **Academic Institution**, **Career Group Set ID** and **Facility Group SetID** are set to OSUSI.

User ID: DILL1838 Name: Dillow, Rebecca Jo

Academic Institution: OSUSI The Ohio State University

Career Group SetID: OSUSI Ohio State University Setid

Facility Group SetID: OSUSI Ohio State University Setid

Academic Career:

Academic Group:

Subject Area:

Term:

Academic Program:

Academic Plan:

Academic Sub-Plan:

Save Notify

On **User Defaults 2** page, update/confirm **Set ID**, **Business Unit** and **Institution Set** are set to OSUSI. OSURF and OSUMC users should set Set ID applicable to your area.

User ID: RDILLOW Name: Dillow, Rebecca Jo

SetID: OSUSI Ohio State University Setid

Aid Year:

Business Unit: OSUSI OSU SF Business Unit

Application Center:

Recruiting Center:

Cashier's Office:

Department:

Admit Type:

Campus:

Institution Set: OSUSI OSU Institution Set

Save Notify


On **User Defaults 4** page, select the **Carry ID** checkbox. This allows the student ID to be “carried” throughout many of the screens in SIS.

Click Save.

## Transfer Customer Charges to Accounts Receivable


Path: Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable

Click the Add a New Value tab.

Click  to find the OSU ID (**EmplID**) for customers that already exist in SIS.

Customer Collection Receivable

[Find an Existing Value](#) [Add a New Value](#)

EmplID:  

First Name:

Middle Name:

Last Name:

Date/Time Stamp: 06/19/2014 9:09:52AM

[Add](#)

[Find an Existing Value](#) | [Add a New Value](#)

**REMEMBER:** Every student and employee at the university has an OSU ID in SIS. Other customers who are closely affiliated with the university may also be available in the system.

It is important to look for the customer before entering his/her name. You should first attempt to locate an Empl ID by searching for the individual on Student Center (Path: Campus Solutions > Campus Community > Student Services Center)

Click [Add](#).


**NOTE:** If you cannot find the customer in Step 2, enter the **First Name**, **Middle Name** (if known) and **Last Name** and click the Add button. All the available information about the customer must be recorded before you can continue.

### Record Customer Information

If you are unable to find the customer/student in SIS when transferring a charge to Accounts Receivable, you must record all available information about the customer manually. This information is useful when an Empl ID is created for the customer or to identify an existing ID in the system.

If you are able to find the appropriate EmplID, you do not need to complete this process. **NOTE:** The **Bio/Demo**, **Driver's License/Passport** and **Employer** links will ONLY be active if an OSU ID (**EmplID**) is not selected in Step 2 of the Transfer Customer Charges process.


### Customer and Receivable Information

Customer	
EmplID:	<input type="text"/> 
First Name:	<input type="text" value="Test"/>
Middle Name:	<input type="text"/>
Last Name:	<input type="text" value="Account"/> <a href="#">Bio/Demo</a>
<input type="button" value="Submit"/>	

Click the **Bio/Demo** link to enter customer biographic and demographic information. The more information you provide, the more likely your submission will be accepted into SIS.

Record customer **Date of Birth**, **National ID Type** and **National ID** (Social Security Number).

**NOTE:** You must select the **Country** first to populate the appropriate values in the **State** field.

Enter an address for the debtor. Click the checkbox if mail has been returned from the address. Click  to add additional addresses.

Enter a telephone number for the debtor (if available).

Click  to return to the **Customer and Receivable Information** page.

Customer Information


First Name: Test Last Name: Account

Date of Birth: 04/15/1983 

**National ID** Find | View All First 1 of 1 Last

Country: USA  National ID Type: Social Security Number National ID: 123456789  


**Contact Information** Find | View All First 1 of 1 Last


Effective Date: 06/19/2014 

Address 1: 1234 This Street

Address 2:

Address 3:

City: Columbus State: OH  Postal Code: 43210


Country: USA 

Telephone:


Mail has been returned from this address


 


**Item Type**


Item Type:  


**New Item Type Needed**


Org:  

Fund:  

Account:  

Program Code:  

Project ID:  

User Defined:  

In the Item Type section of the page, enter/lookup your department **Item Type**, if known.

If Item Type is not known, click the **New Item Type Needed** checkbox.  
The ChartField fields will appear.

Lookup or type the appropriate ChartField combination.

**NOTE:** The **Org**, **Fund**, and **Account** fields are required by the system. You will not be able to process the transfer if all three fields are not populated. **Program Code**, **Project ID**, and **User Defined** are not required by the system but may be required by your area.

***If this page contains a valid EmplID and a valid Item Type when you submit the receivable, it will be posted in SIS within 3 business days. If, however, the customer/organization and/or the Item Type needs to be created in SIS, it could take up to 5 to 7 business days before the charge is posted in SIS.***



Transaction Details			
*Amount:	<input type="text" value="50.000"/>	<input type="text" value="USD"/>	*Transaction Date: <input type="text" value="01/02/2014"/>
*Original Due Date:	<input type="text" value="01/02/2014"/>	*Date First Billed:	<input type="text" value="01/02/2014"/> Reference: <input type="text" value="INVOICE 1234"/>
Date Last Billed:	<input type="text" value="03/02/2014"/>	Status:	NotPosted Group ID:
Additional Info:	<input type="text" value="Unpaid charges."/>		

Last Updated By: Last Update Date/Time:

Record Transaction Details.

**NOTE:** All of the Transaction Details fields are required.

- **Amount** – amount of the charge.
- **Transaction Date** – the date on which the transaction occurred or service was rendered.
- **Original Due Date** – the date on which the charge was due.
- **Date First Billed** – the date on which the first bill was sent. If no bill was sent, enter the date of the transaction.
- **Date Last Billed** – the date on which the last bill was sent. If no bill was sent, enter the date of the transaction.
- **Reference** – Invoice Number, Name of Charge. This will display on the customer's account and is useful to OUB processing.
- **Additional Information** – any additional information that will help the Accounts Receivable staff determine if the charge is eligible and meets the criteria to be entered into SIS.

Click  .

Notice the Last Updated By and Last Updated Date/Time fields are populated with the submitting users' information.

Transaction Details	
*Amount:	<input type="text" value="50.000"/> <input type="text" value="USD"/> <input type="button" value="Q"/>
*Transaction Date:	<input type="text" value="01/02/2014"/> <input type="button" value="B1"/>
*Original Due Date:	<input type="text" value="01/02/2014"/> <input type="button" value="B1"/>
*Date First Billed:	<input type="text" value="01/02/2014"/> <input type="button" value="B1"/>
Reference:	<input type="text" value="INVOICE 1234"/>
Date Last Billed:	<input type="text" value="03/02/2014"/> <input type="button" value="B1"/>
Status:	NotPosted
Group ID:	
Additional Info:	<input type="text" value="Unpaid charges"/>

Last Updated By: 07175462      Last Update Date/Time: 06/19/14 9:58:31AM


Click  at the top of the page. The charge is not transferred to Accounts Receivable until you click **Submit**.

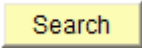
## Check Status of Transferred Charge

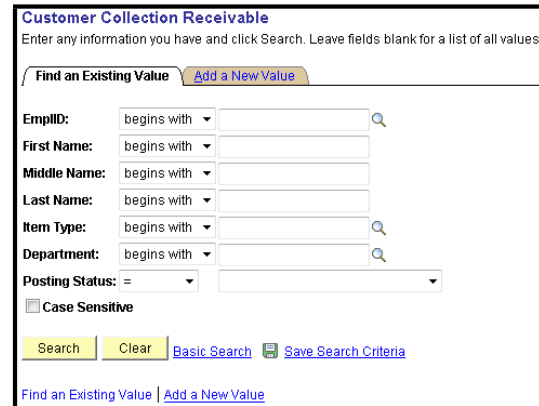
After submitting charges, department users MUST check the status of charges referred to Accounts Receivable to verify the submission has/has not been rejected.

**Path: Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable**

Confirm you are on the Find an Existing Value tab.

Click  to find the OSU ID (**EmpIID**) for customers that already in the SIS. You also can search by Item Type, Department or Posting Status.

Click .



The screenshot shows the 'Customer Collection Receivable' search interface. At the top, it says 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are two tabs: 'Find an Existing Value' (selected) and 'Add a New Value'. The search criteria include: EmpIID (dropdown: begins with, text input, search icon), First Name (dropdown: begins with, text input), Middle Name (dropdown: begins with, text input), Last Name (dropdown: begins with, text input), Item Type (dropdown: begins with, text input, search icon), Department (dropdown: begins with, text input, search icon), and Posting Status (dropdown: =, dropdown menu). There is a checkbox for 'Case Sensitive'. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. At the very bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

View the **Status** in the Transaction Details section of the *Customer Collection Receivable* page.

Transaction Details			
*Amount:	93.000	USD	*Transaction Date: 04/21/2009
*Original Due Date:	04/21/2009	*Date First Billed:	04/21/2009
		Reference:	OPTOMETRY SERVICES
Date Last Billed:	05/26/2009	Status:	NotPosted
		Group ID:	
Additional Info:	Owes for exam		

The **Status** indicates the progress of the submission in the system.

- **Not Posted** indicates the submission was saved but not submitted. Click the Submit button.
- **Not Complete** indicates the submission has been submitted, but is being reviewed by OUB because it was missing either the EmplID or Item Type.
- **Balance** indicates the request was submitted, has been reviewed, accepted by OUB and posted to the customer account.

**NOTE:** To view the account, you should navigate to Campus Community > Student Services Center in SIS.

- **Errors:** indicates the submission was REJECTED by OUB due to insufficient information.

**NOTE:** If your submission is rejected due to insufficient information and you have additional information (i.e., telephone number, date of birth), you must create a new submission. Rejected submissions cannot be modified once they have been rejected by OUB. If you are unable to obtain additional information on the submission, consider requesting that the account be formally written off according to the Office of Business and Finance Policy 5.14 - Accounts Receivable found in the Overview section of this User Guide. Please remember that all write offs must be approved by OUB.

### Transfer Adjustments/Credits to Accounts Receivable

When an adjustment needs to be made to a charge that has been referred to Accounts Receivable via this page ONLY, use the *Adjustments* page to record the adjustment.


**If a payment is received after the charge has been transferred to OUB, send that payment to OUB, Attention: AR Processing.**

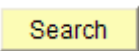
NOTE: If the charge was submitted via file upload or any method other than using the online transfer pages, you must contact OUB to discuss adjustments and credits.

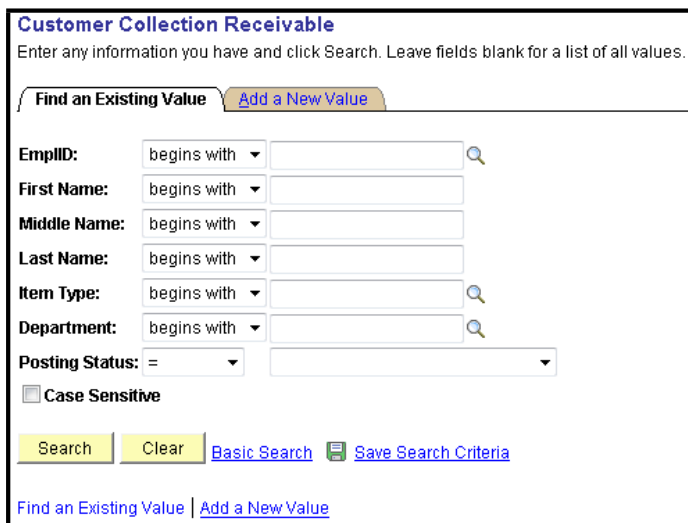
**Path: Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable**

**NOTE:** The adjustment must be made to the charge that was originally transferred to Accounts Receivable via this page.

Confirm you are on the Find an Existing Value tab.

Click  to find the OSU ID (**EmplID**) for customers that already in the SIS. You also can search by Item Type, Department or Posting Status.

Click .



The screenshot shows the 'Customer Collection Receivable' search page. At the top, it says 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are two tabs: 'Find an Existing Value' (selected) and 'Add a New Value'. The search fields include: 'EmplID:' with a 'begins with' dropdown and a search icon; 'First Name:', 'Middle Name:', and 'Last Name:' each with a 'begins with' dropdown; 'Item Type:' with a 'begins with' dropdown and a search icon; 'Department:' with a 'begins with' dropdown and a search icon; and 'Posting Status:' with an equals sign dropdown and a dropdown menu. There is also a 'Case Sensitive' checkbox. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. At the very bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

Customer/Receivable Adjustments

### Adjustments

EmpID: 100100100 Marx,Lindsay Beth SUBMITTED  Completed

Charge Adjustment			
Current Amount:	<input type="text" value="50.00"/>	<input type="text" value="USD"/>	Adjustment: 25.00
New Amount:	<input type="text" value="75.00"/>	<input type="text" value="USD"/>	

Reason for Request:

Last Updated By: 07175462 Last Update Date/Time: 06/19/14 10:04:46AM

[Customer/Receivable](#) | [Adjustments](#)

Click the **Adjustments** tab to open the Adjustments page.

Record Charge Adjustment information. Enter the new dollar amount of the charge.

Type the **Reason for Request**.

**NOTE:** Always provide the reason for the adjustment. OUB does hold the authority to ask for additional information or deny an adjustment.

Click .

**NOTE:** If a payment is received after the charge has been transferred to OUB, send that payment to OUB, Attention: AR Processing. If the payment is deposited, complete the Direct Pay section of the Adjustments page by providing the amount of the payment and the date applied. OUB prefers direct payments be sent directly to their office once the charge has been submitted to SIS via this page.

Once the adjustment is submitted, the word **SUBMITTED** appears at the top of the Adjustments Page.


**IMPORTANT NOTE:** The Completed checkbox is for OUB use only.

**DO NOT check the Completed box!!**

## Transfer Organization Charges to Accounts Receivable

Path: Student Financials > Collections > Coll Receivable Submission > Corp Collection Receivable


Click the Add a New Value tab.

Click  to find the Organization ID for organizations/businesses that already in the SIS.

### Corp Collection Receivable

Find an Existing Value

Add a New Value

Organization ID:    
Organization Name:   
Date/Time Stamp: 06/19/2014 10:09:53AM

Add

[Find an Existing Value](#) | [Add a New Value](#)

**NOTE:** Every organization/business that has done business with OSU has an Org ID in SIS. It is important to look for the organization before entering the Organization Name.

Click .

**NOTE:** If you cannot find the organization in Step 2, complete the **Organization Name** and click the Add button. All the available information about the organization must be recorded before you can continue.


## Record Organization Information

If you are unable to find the organization/company in SIS when transferring a charge to Accounts Receivable, you must record all available information about the organization manually. If you are able to find the appropriate Organization (Org) ID, you do not need to complete this process. **NOTE:** The Organization Info link will ONLY be active if an Org ID is not selected in Step 2 of the Transfer Organization Charges process.

Corporation / Receivable

### Corporation and Receivable Information

**Org Info**

Organization ID:  

Organization Name:

[Organization Info](#)

Click the Organization Info link to enter relevant organizational information. The more information you provide, the more likely your submission will be accepted into SIS.



Corporation Information

Organization Name: Test Org  
Taxpayer ID:   
Vendor ID:   
Organization Type: COLL

**Contact Info** Find | View All First 1 of 1 Last  
Contact:     
Contact Name: Jane Smith  
Job Title: Owner

**Proprietorship Information** Personalize | Find | View All |   First 1 of 1 Last

	First Name	Middle Name	Last Name		
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="+"/>	<input type="button" value="-"/>

**Location** Find | View All First 1 of 1 Last  
Effective Date: 06/19/2014     
Address 1: 1234 Test Street  
Address 2:   
Address 3:   
City: Columbus State: OH  Postal Code: 43210  
Country: USA   
Phone: 614/292-0000 Fax:  Email: test@org.com  
 Mail has been returned from this address

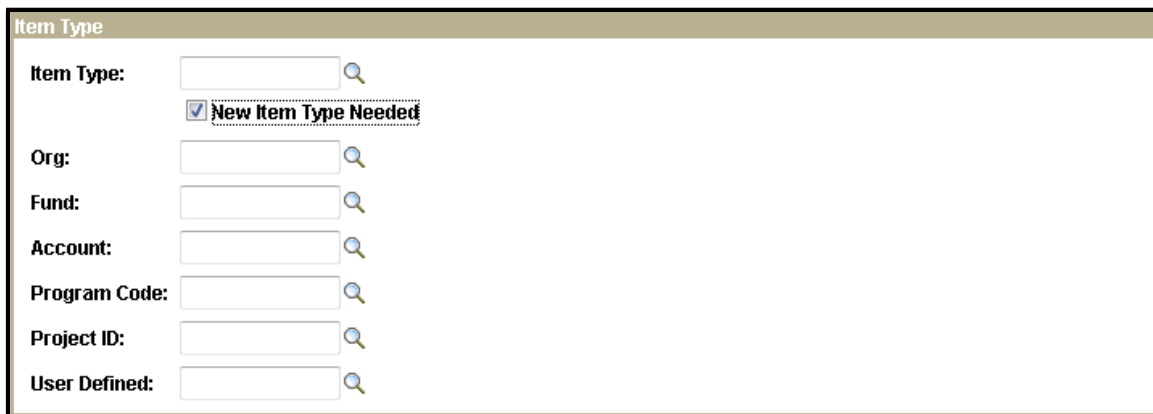
Proprietorship Info, and Location, as applicable.

**NOTE:** You must select the **Country** first to populate the appropriate values in the **State** field.

Click the checkbox if mail has been returned from the address.

Click  to add additional addresses.

Click  to return to the **Corporation and Receivable Information** page.



The screenshot shows a form section titled "Item Type". It contains the following fields and controls:

- Item Type:** A text input field with a magnifying glass icon.
- New Item Type Needed**
- Org:** A text input field with a magnifying glass icon.
- Fund:** A text input field with a magnifying glass icon.
- Account:** A text input field with a magnifying glass icon.
- Program Code:** A text input field with a magnifying glass icon.
- Project ID:** A text input field with a magnifying glass icon.
- User Defined:** A text input field with a magnifying glass icon.

6. In the Item Type section of the page, enter/lookup your department **Item Type**, if known.
7. If Item Type is not known, click the **New Item Type Needed** checkbox. The Chartfield fields will appear.
8. Lookup or type the appropriate Chartfield combination.

**NOTE:** The **Org**, **Fund**, and **Account** fields are required by the system. You will not be able to process the transfer if all three fields are not completed. **Program Code**, **Project ID**, and **User Defined** are not required by the system but may be required by your area.

If this page contains a valid EmplID and a valid Item Type when you submit the receivable, it will be posted in SIS within 3 business day. If, however, the customer/organization and/or the Item Type needs to be created in SIS, it could take up to 5 to 7 business days before the charge is posted in SIS.

Transaction Details			
*Amount:	50.000	USD	*Transaction Date: 01/02/2014
*Original Due Dt:	01/02/2014	*Date First Billed:	01/02/2014
Date Last Billed:	03/02/2014	Status:	NotPosted
Reference:	INVOICE 1234		
Group ID:			
Additional Info:	Unpaid charges.		
Last Updated By:		Last Update Date/Time:	

Record Transaction Details.

**NOTE:** All of the Transaction Details fields are required.

- **Amount** – amount of the charge.
- **Transaction Date** – the date on which the transaction occurred or service was rendered.
- **Original Due Date** – the date on which the charge was due.
- **Date First Billed** – the date on which the first bill was sent. If no bill was sent, enter the date of the transaction.
- **Date Last Billed** – the date on which the last bill was sent. If no bill was sent, enter the date of the transaction.
- **Reference** – Invoice Number, Name of Charge. This will display on the customer’s account and is useful to OUB processing.
- **Additional Information** – any additional information available for the charge.

Click

Notice the Last Updated By and Last Updated Date/Time fields are populated with the submitting users’ information.

Transaction Details			
*Amount:	50.000	USD	*Transaction Date: 01/02/2014
*Original Due Dt:	01/02/2014	*Date First Billed:	01/02/2014
Date Last Billed:	03/02/2014	Status:	NotPosted
Reference:	INVOICE 1234		
Group ID:			
Additional Info:	Unpaid charges.		
Last Updated By: 07175462		Last Update Date/Time: 06/19/14 10:18:33AM	

Click at the top of the page. The charge is not transferred to Accounts Receivable until you click **Submit**.

## Reporting

As mentioned in the Overview section of this User Guide, there are SIS/GL Financial reports available for departments that transfer charges to OUB via the SIS transfer page.

### Available Reports

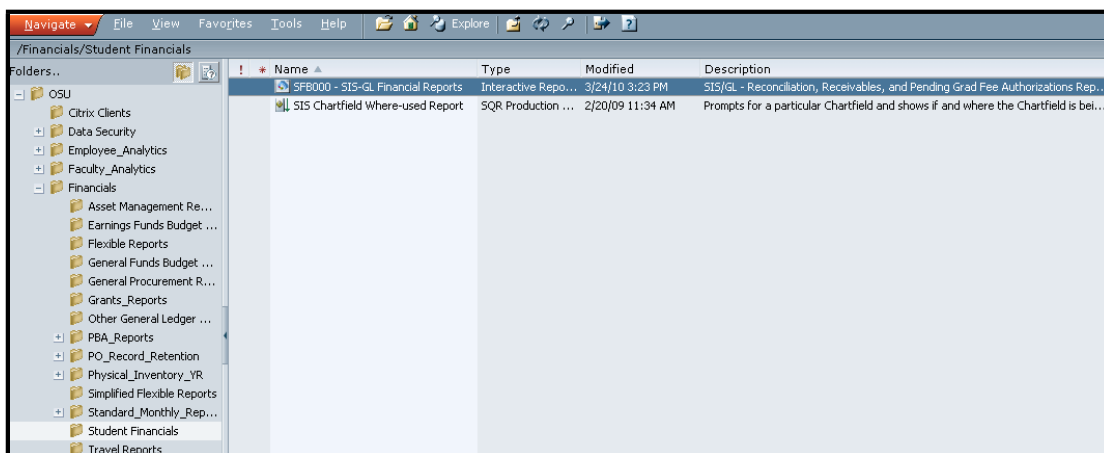
There are two SIS-GL Financial Reports available:

- SFB010 – Reconciliation Report
- SFB020 – Receivables Detail Report

### Location

<http://ereports.osu.edu/>

**eReports Path: Financials > Student Financials > SFB000 – SIS-GL Financial Reports**



**OSU-SIS/GL** **SIS/GL Financial Reports**

Select Report: **SFB010 - Reconciliation** Clear Form

**Select General Options** Option 1

VP/College  
 College\_1 Level

[ALL]  
ALUMNL\_ASSOCIATION  
ARTS\_HUMANITIES  
ATHLETICS\_VP  
BMAPS  
BUSINESS  
BUSINESS\_FINANCE

Department Level (Dxxxx)  
 Organization

**Organization** Option 2

(Separate multiple items by a comma)

**Report Specific Parameters**

Fiscal Year: 2010 Period: 10  
 Date Range From: 4/01/2010 To: 4/30/2010  
 Term Range From: To:

Journal ID: \_\_\_\_\_

**ChartFields**

Fund: \_\_\_\_\_  
Account: \_\_\_\_\_  
Project: \_\_\_\_\_  
Program: \_\_\_\_\_  
User Defined: \_\_\_\_\_

Run Report