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**)

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

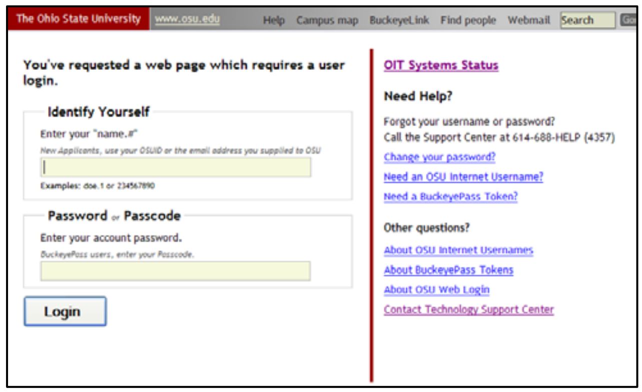
All questions about this process should be directed to OUB email at internalbursar@osu.edu with a subject line of Departmental Transfer. Emails are responded to within 2 to 3 business days.

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:

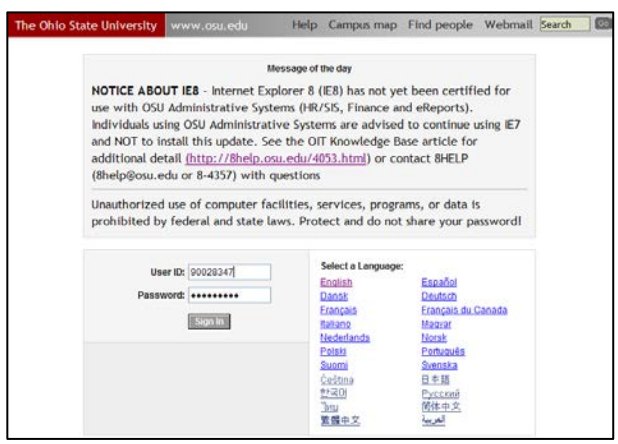


This is the method anyone whose first access to HR/SIS is to complete departmental collections processes.

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.

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.

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.

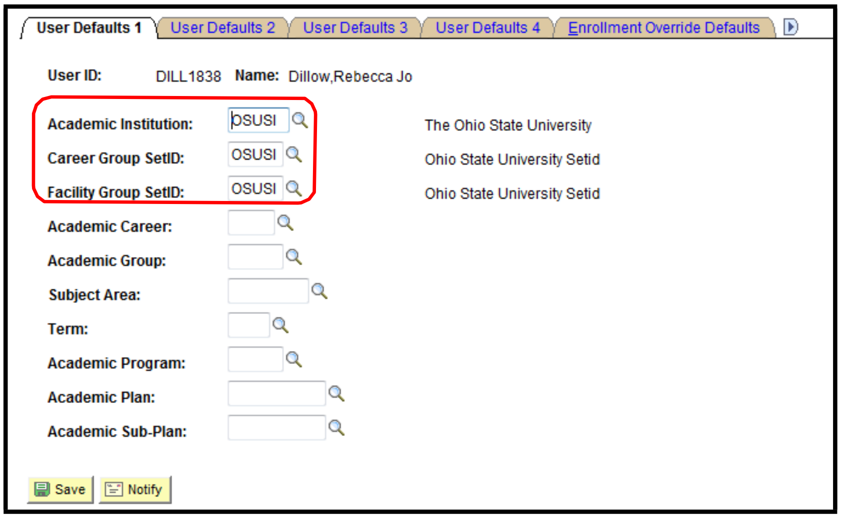
Set User Defaults

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.

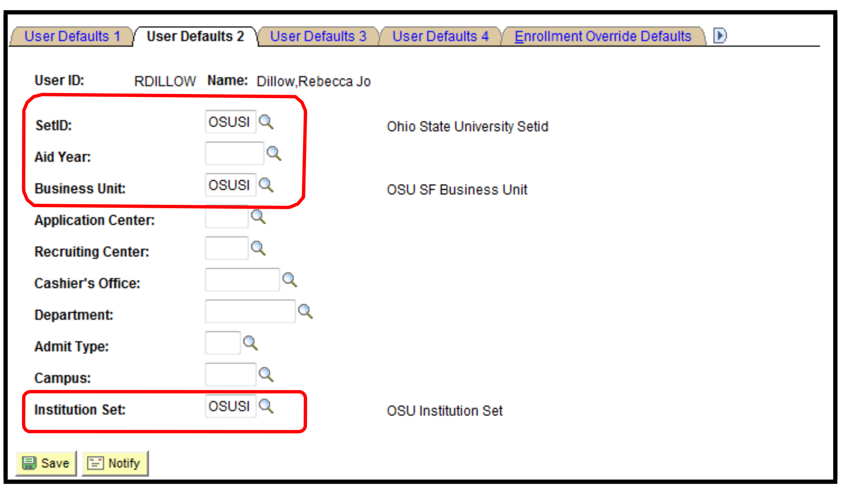
Navigate to ***User Defaults*** page.

Path: Set Up SACR > User Defaults

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



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.



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 

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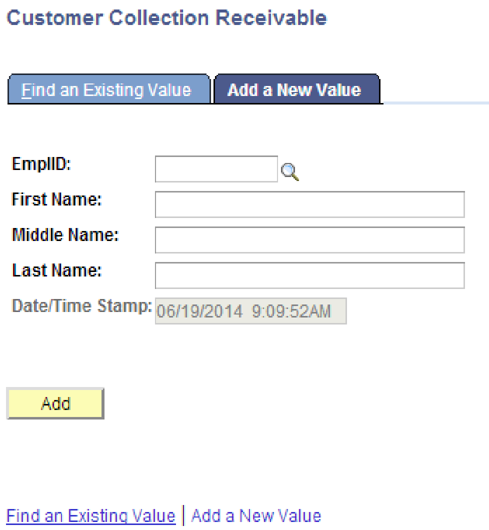
Transfer Customer Charges to Accounts Receivable

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.



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)

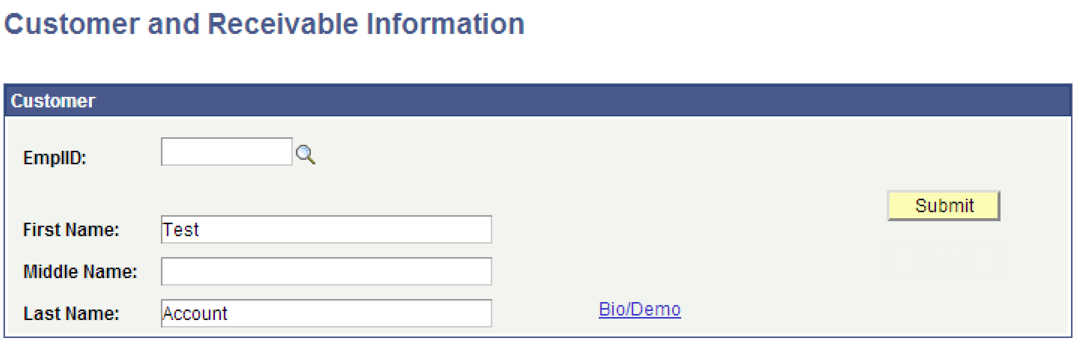
Click Add.

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.



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.

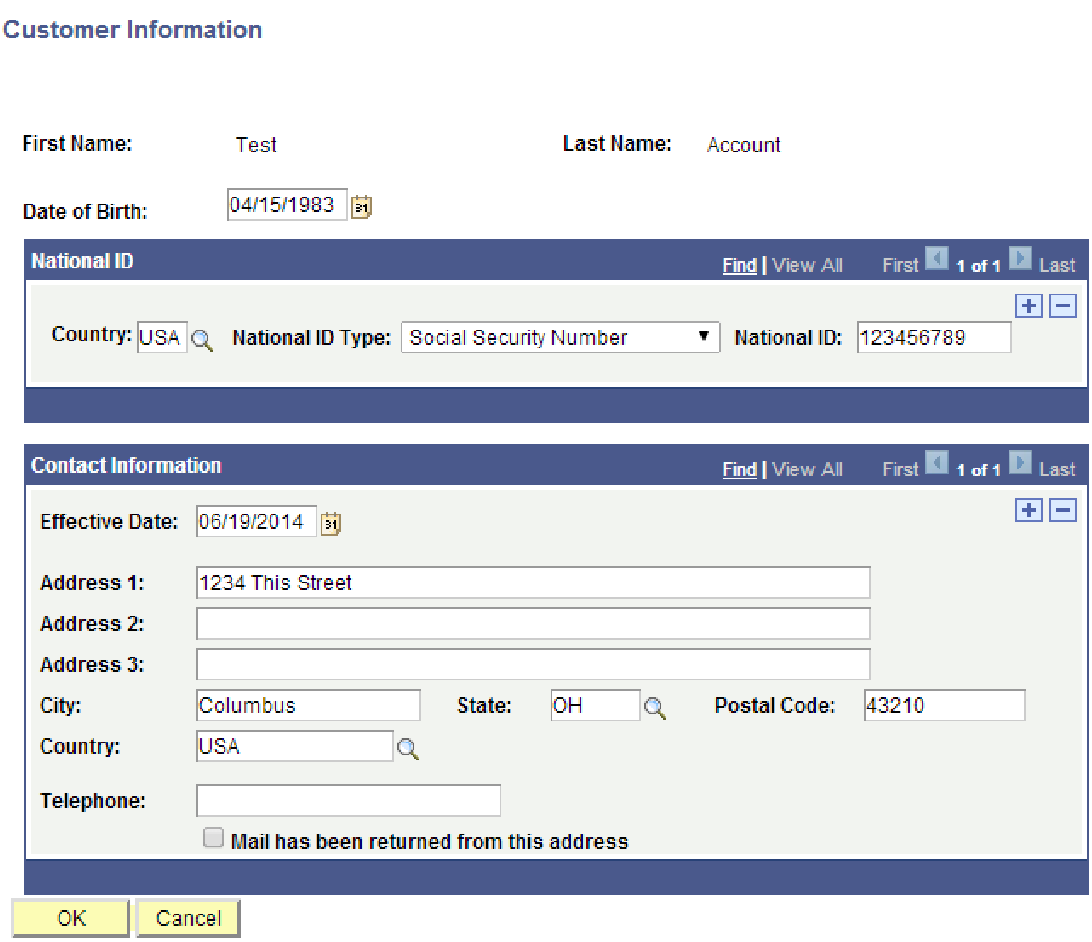
Record customer **Date of Birth, National ID Type** and **National ID** (Social Security Number).

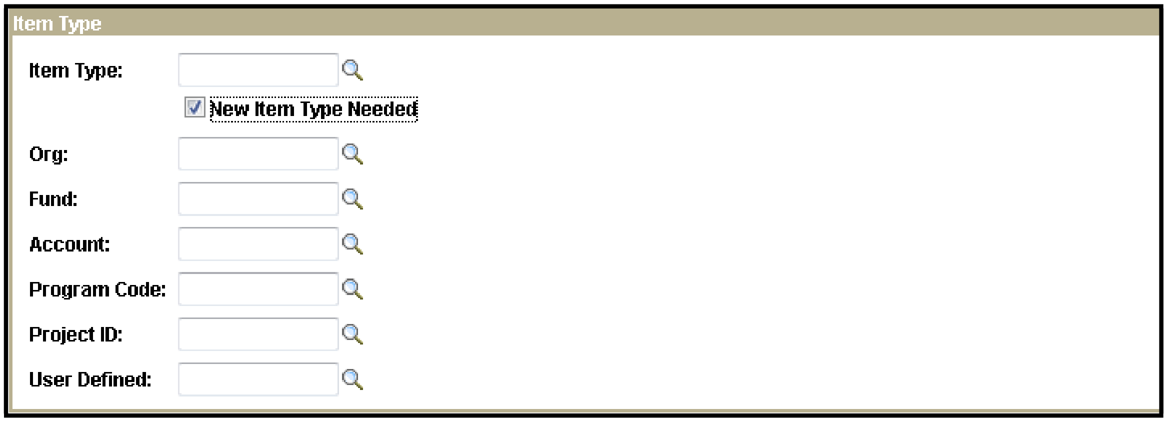
NOTE: You must select the **Country** first to populate the appropriate values in the **State** field.

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





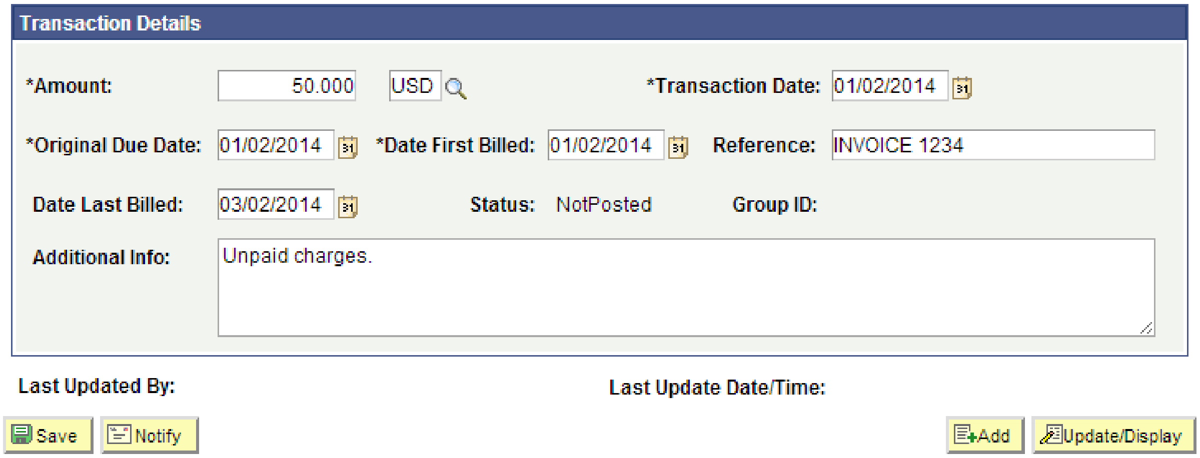
In the Item Type section of the page, enter/lookup your department **Item Type**, if known.

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.



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 

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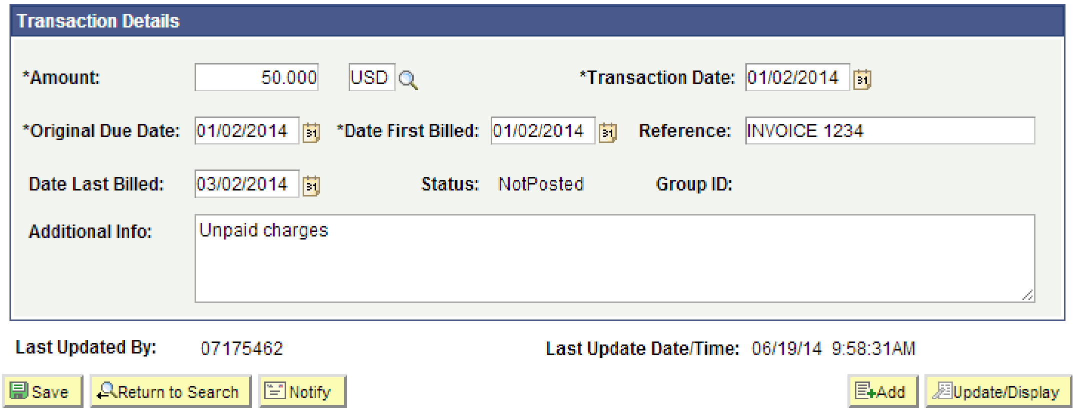
Notice the Last Updated By and Last Updated Date/Time fields are populated with the submitting users' information.



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

Check Status of Transferred Charge

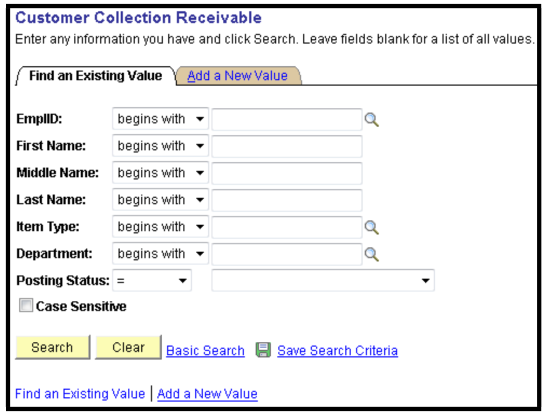
After submitting charges, department users MUST check the status of charges referred to Accounts Receivable to verify the submission has/has not been rejected.

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

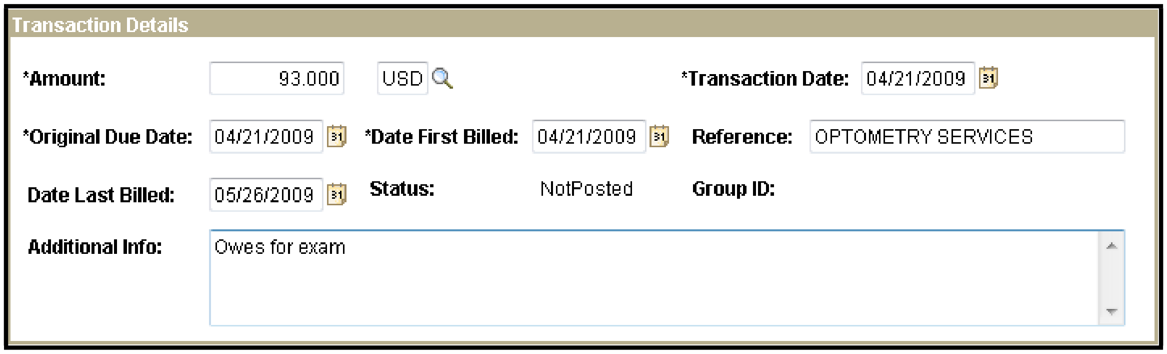
Confirm you are on the Find an Existing Value tab.

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

Click Search.



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



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.

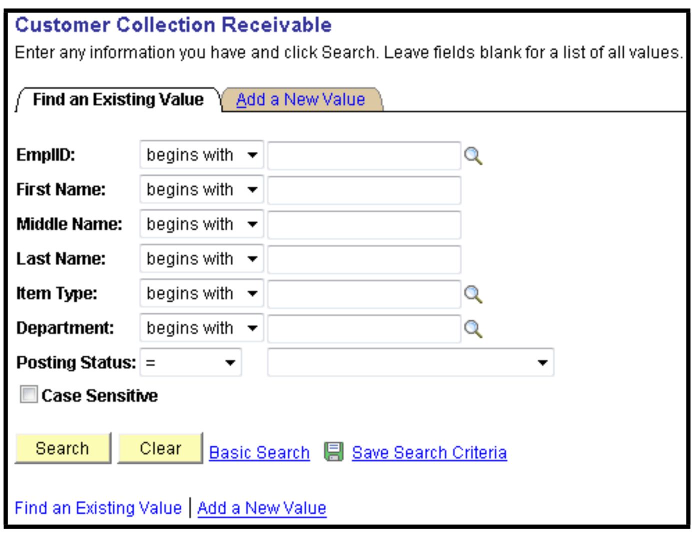
Path: Student Financials > Collections > Coll Receivable Submission > Customer Collection Receivable

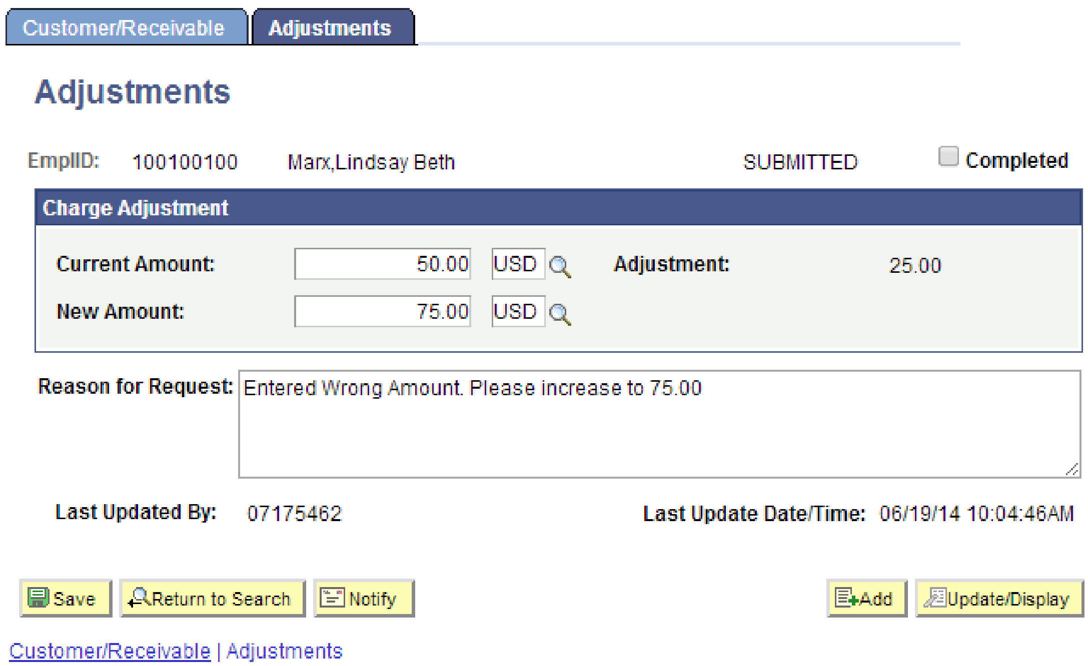
NOTE: The adjustment must be made to the charge that was originally transferred to Accounts Receivable via this page.

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 Search.





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 

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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.

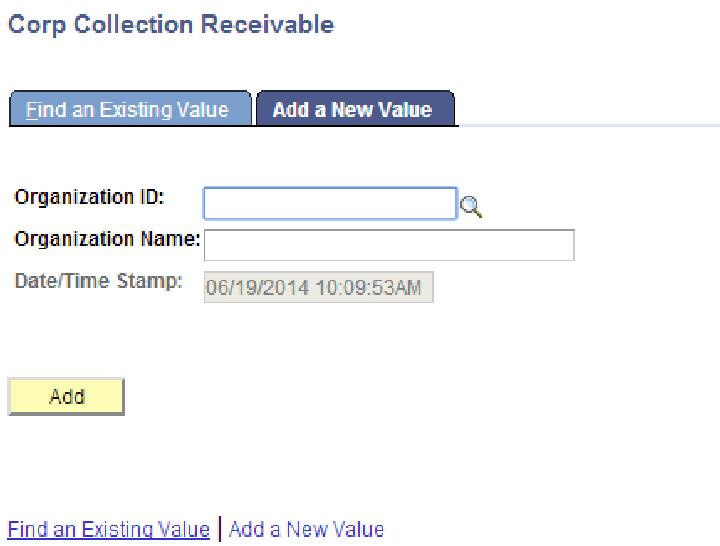
DO NOT check the Completed box!!

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.



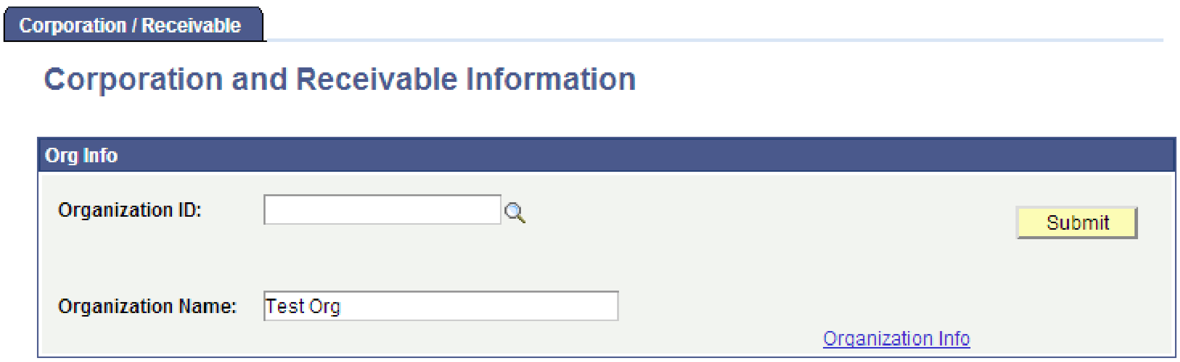
NOTE: Every organization/business that has done business with OSU has an Org ID in SIS. It is important to look for the organization before entering the Organization Name.

Click Add.

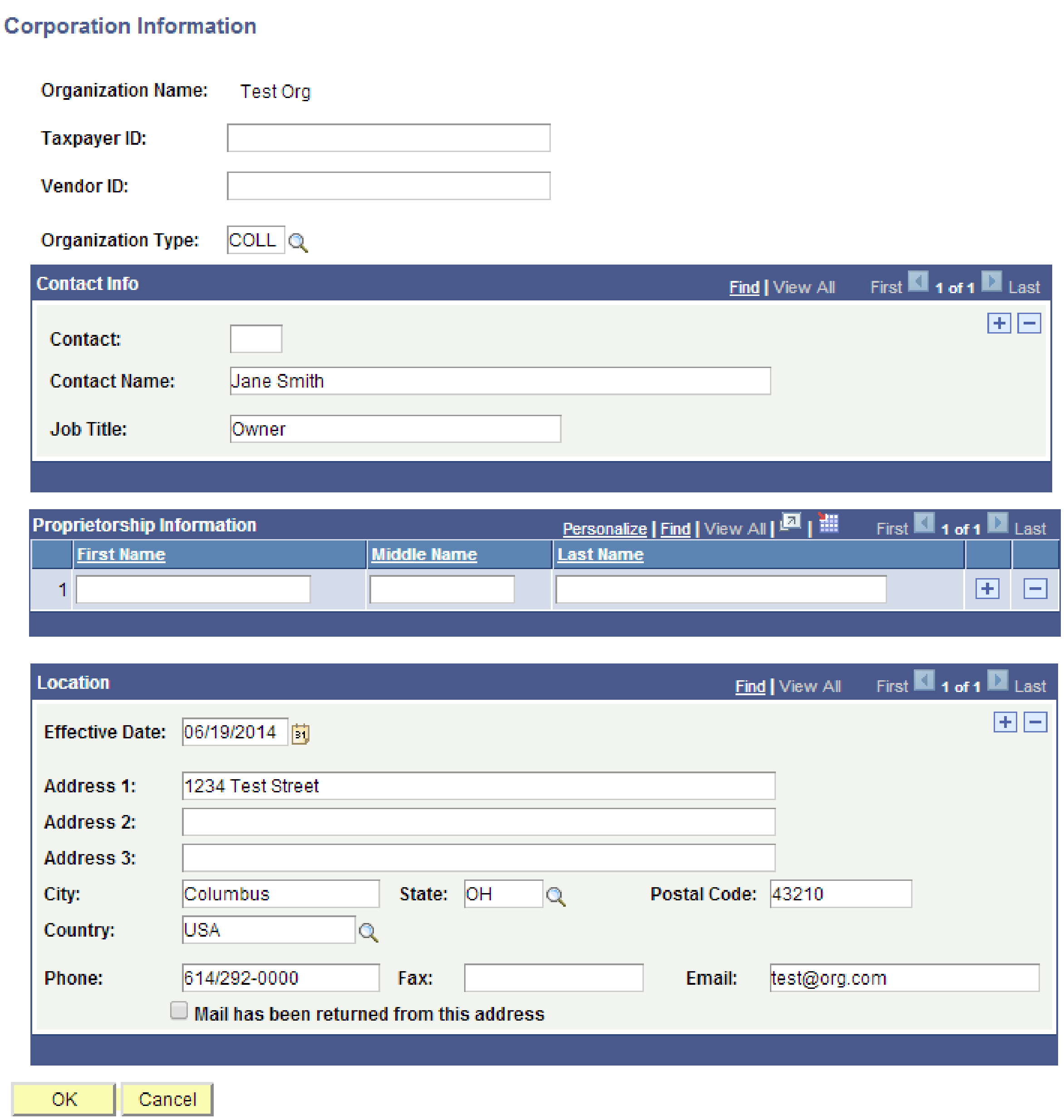
NOTE: If you cannot find the organization in Step 2, complete the **Organization Name** and click the Add button. All the available information about the organization must be recorded before you can continue.

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.



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.



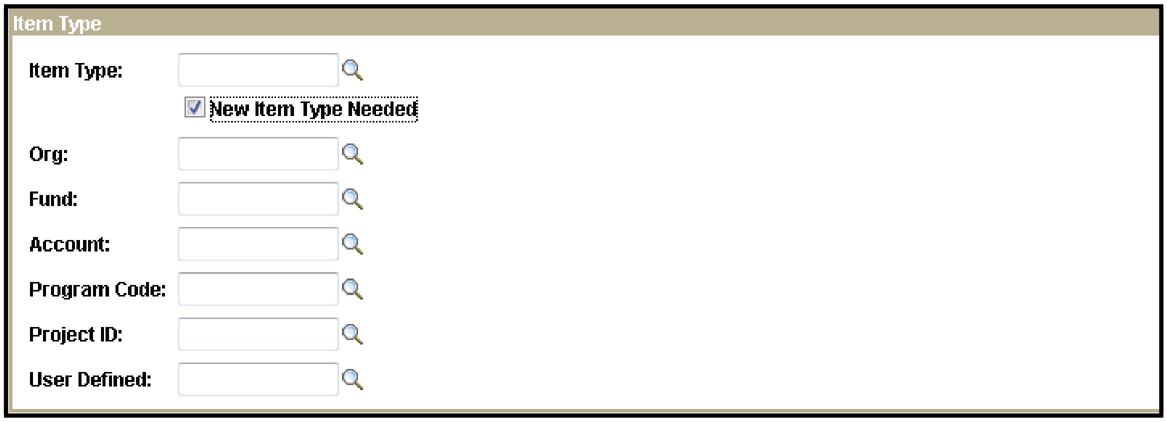
Proprietorship Info, and Location, as applicable.

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


Item Type

Item Type:

New Item Type Needed

Org:

Fund:

Account:

Program Code:

Project ID:

User Defined:

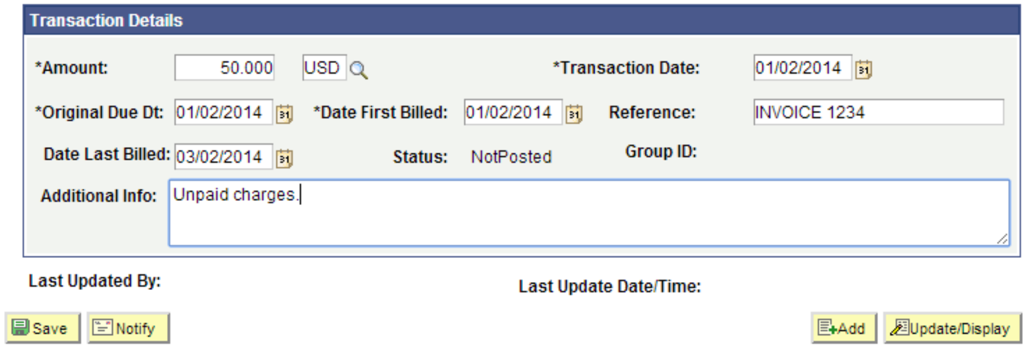
6. In the Item Type section of the page, enter/lookup your department **Item Type**, if known.

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.



Record Transaction Details.

NOTE: All of the Transaction Details fields are required.

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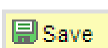
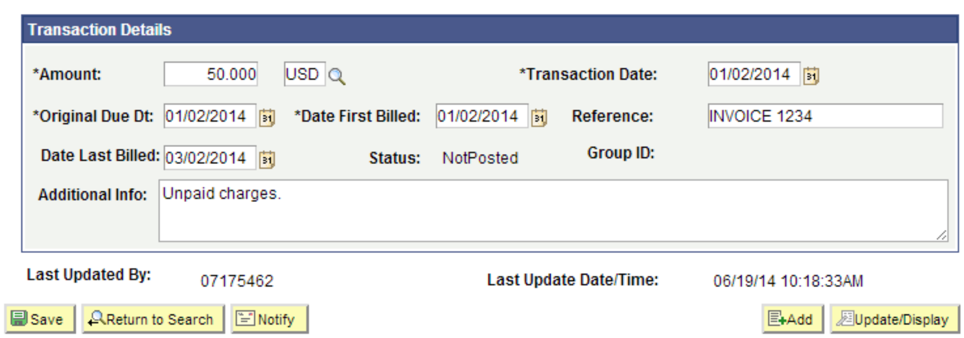
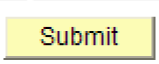
- **Date Last Billed** – the date on which the last bill was sent. If no bill was sent, enter the date of the transaction.
- **Reference** – Invoice Number, Name of Charge. This will display on the customer's account and is useful to OUB processing.
- **Additional Information** – any additional information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

Click 

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



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

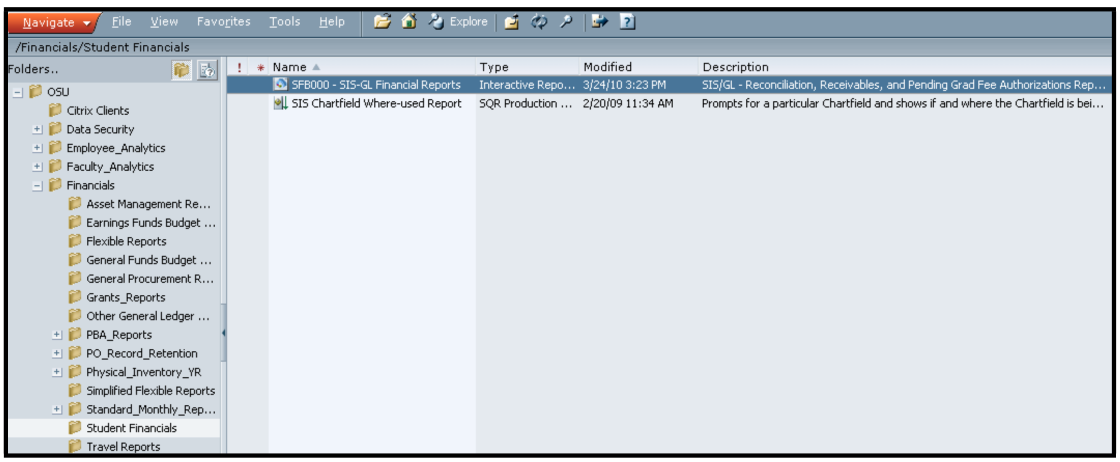
There are two SIS-GL Financial Reports available:

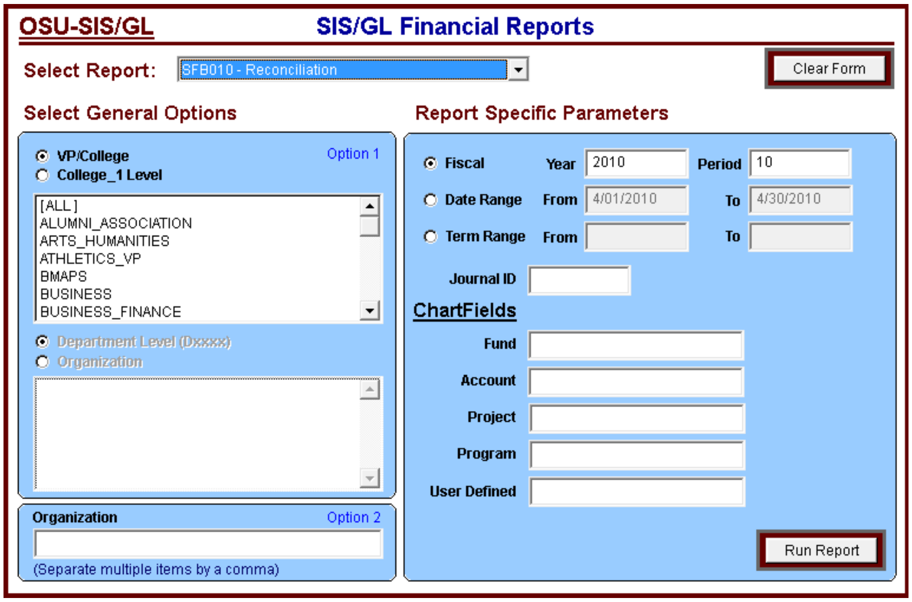
- SFB010 – Reconciliation Report
- SFB020 – Receivables Detail Report

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
VP/College
College_1 Level
Option 1
[ALL]
ALUMNI_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