The Office of the University Bursar
Departmental Collections User Guide

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Overview to The Ohio State University 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 (120 days after the original due date), the department is required to transfer the receivable to the Office of the University Bursar (OUB) for collection. For additional Accounts Receivable policy information, see the Office of Business and Finance Policy 5.14 - Accounts Receivable.

General Process Summary

The Collection Receivable transfer page in SIS (Student Information System) used to transfer receivables from a department to the Office of the University Bursar. Individuals should be transferred via the Customer Collection Receivable page and organizations/companies should be transferred via the Corporation Collection Receivable page. Once receivables have been sent to OUB through the SIS transfer process, adjustments can also be reported through the Adjustments tab on the same Collection Receivable page in SIS.

Departmental Collection Charges

The Bursar’s Office charges departments a 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 payment is collected (or shortly afterwards).

Reporting

Once accounts receivable are posted in SIS, they will appear on the 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.

To request access to Student Financial reports in eReports, complete the "OSU SIS Reporting Access Request form" found on the Security/Workflow Access page. Select eReports Access as the User Module Access Requested (Section VI) and Student Financials Reports as the User Role. For additional information on running eReports, visit the OSU eReports homepage.

Questions

All questions about this process should be directed to Collections in the Office of the University Bursar. Email collections@osu.edu.
Access the Student Information System (SIS)

Regardless of your department, every user accesses and uses the same SIS database.

Buckeye Link is the preferred access point for SIS users. A link to the SIS log in page is available from the Faculty and Staff task page at buckeyelink.osu.edu.

Click the Student Information System (main page) link.

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

If you are unable to access SIS, you must complete the “Student Information System Access Request Form” found on the Security/Workflow and System Access page.
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 Defaults Page](image)

On **User Defaults 2** page, update/confirm **Set ID**, **Business Unit** and **Institution Set** are set to OSUSI. Office of Sponsored Programs and Med Center users should set Set ID applicable to your area.

![User Defaults 2 Page](image)

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**.
Transferring Customer Charges to Accounts Receivable

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

Search for Existing Customer information

Fill in any known information and click Search to find the OSU ID (Empl ID) for customers that already exist in SIS. Less is more (i.e. using the first letter of a name or a partial name and/or a combination thereof).

REMEMBER: Every student and employee at the university has an OSU ID in SIS. The OSU ID for students and employees is also known as "Empl ID". Other customers who were previously affiliated with the University may also be available in the system.

It is important to search for the customer before entering his/her name to prevent duplicate creation. You should first attempt to locate an OSU ID by searching for the individual on Admin Buckeye Link. (Path: Campus Solutions > Campus Community > Admin Buckeye Link)

NOTE: If you cannot find an existing customer record, you will need to manually enter the First Name, Middle Name (if known) and Last Name and click the Add button. All available information about the customer must be recorded before you continue.
Record Additional Customer Information

If you are unable to find the customer/student in SIS when transferring a charge to Accounts Receivable, you must record all other available information about the customer manually. This information is useful to subsequently identify an existing person/corporation ID in the system and for collection activities.

**If you were able to search and find the appropriate OSU ID in the prior step, you do not need to complete this process.**

**NOTE:** The Bio/Demo link below will ONLY be active if an OSU ID (Empl ID) was not selected in the prior step.

Customer and Receivable Information

Click the Bio/Demo link to enter customer biographic and demographic information. (Field details are shown on the next page of this training document). The more information you provide, the more likely your submission will be accepted into SIS and the more likely the receivable will be collected.
First, record customer **Date of Birth and National ID Type** and **National ID** (Social Security Number or Tax ID Number), if known.

Next, select the **Country** field first, to populate the appropriate values in the **State** field. Then, enter a last known address for the debtor.

[Click the "Mail has been returned from this address" checkbox if applicable. Click + to add additional addresses as needed.]

Finally, enter a telephone number for the debtor (if available).

Click **OK** to return to the **Customer and Receivable Information** page.
If the **Item Type** for the charge you are transferring is known, enter it in the Item Type field. Pre-existing Item Types already have associated chart field (org, fund, account, etc.) information that will populate the GL once the charge is fully processed within SIS.

If **Item Type** is not known, click the **New Item Type Needed** checkbox. The ChartField fields will appear. Lookup or type the appropriate information.

**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 OSU ID and Item Type when you submit the receivable, it will be posted in SIS within 3 business days.

If, however, the Customer and/or the Item Type will need to be created by the Office of the University Bursar in SIS, it could take up to 5 to 7 business days before the charge is fully posted in SIS/the GL.
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.
Submitting Departmental Accounts Receivable Charges

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**.

If an unrecoverable error has been made, use the Delete button to remove the transaction and prevent the charge from transferring into SIS.
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/not been rejected.

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

Confirm you are on the Find an Existing Value tab.

Enter the customer’s ID or identifying information. You also can search by Item Type, Department or Posting Status.

Click Search
Submitting Departmental Accounts Receivable Charges

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

**Transaction Details**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Amount:</em></td>
<td>93.00 USD</td>
</tr>
<tr>
<td><em>Transaction Date:</em></td>
<td>04/21/2009</td>
</tr>
<tr>
<td><em>Original Due Date:</em></td>
<td>04/21/2009</td>
</tr>
<tr>
<td><em>Date First Billed:</em></td>
<td>04/21/2009</td>
</tr>
<tr>
<td>Reference:</td>
<td>OPTOMETRY SERVICES</td>
</tr>
<tr>
<td>Date Last Billed:</td>
<td>05/26/2009</td>
</tr>
<tr>
<td>Status:</td>
<td>NotPosted</td>
</tr>
<tr>
<td>Group ID:</td>
<td></td>
</tr>
<tr>
<td>Additional Info:</td>
<td>Owes for exam</td>
</tr>
</tbody>
</table>

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 if you still want to transfer the charge.

- **Not Complete** indicates the submission has been submitted, but is being reviewed by OUB because it was missing either the OSU ID 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 > Admin Buckeye Link 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 now 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 reduce a charge that has already been referred to Accounts Receivable via this page ONLY, use the Adjustments page to record the adjustment.

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

If a payment is received after the charge has been transferred to OUB, send that payment to OUB, Attention: AR Processing (281 W. Lane Ave, 2nd Floor). Payments on previously transferred receivables are not reported as charge adjustments.

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

NOTE: Charges that were originally transferred to Accounts Receivable via SIS must use this online adjustments method for charge reductions.

Confirm you are on the Find an Existing Value tab.

Enter the customer's ID or identifying information. You also can search by Item Type, Department or Posting Status.

Click Search
Click the **Adjustments** tab to open the Adjustments page. The Current Amount will automatically display the original submission amount for the charge.

Update the amount of the charge by entering the correct dollar amount in the **New Amount** field.

Type the **Reason for Request**.

*If the entire charge has been submitted in error, please enter a New Amount of $0.01. Be sure to enter in a detailed description of why the charge needs to be recalled.*

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

**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, please contact OUB Collections for instructions on sending the funds to OUB. OUB prefers departments to direct debtors to have payments sent directly to their office once the charge has been submitted to SIS via this 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

NOTE: If you cannot find the organization, 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 was not selected the prior step of the Transfer Organization Charges process.

Click the **Organization Info** link to enter relevant organizational information. The more information that is provided, the more likely the submission will be accepted into SIS and the more likely the receivable will be collected.
Proprietorship Info, and Location, as applicable.

**NOTE:** You must select the **Country** field 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.
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 days. If, however, the 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 available for the charge.

Click **Save**
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**.

To make an adjustment request to a Corporate account, please use the same information outlined on page 14. Be sure to navigate to **Corporate** Account and not Customer.
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
Select the desired report from the Select Report drop down box. Please note the SFB010 will appear as the default. This is the first option on the list and is not truly selected. Be sure to still expand the drop down box and select click the SFB010 report if trying to run this report.

Enter in the appropriate search perimeters including the VP/College or Organization number, Fiscal year, Date Range or Term.

Click the Run Report to generate the report details.