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

USER MANUAL
Updated 03/15/18

Contact Information

HSC Staff:

Brock Nunn - Financial Svc. Accountant
Ph# 272-5460
BANunn@salud.unm.edu

Huihui Tan - Financial Svc. Accountant, Sr.
Ph# 272-2080
HTan@salud.unm.edu

John Brandt - Accounting Manager
Ph# 925-4567
JoBrandt@salud.unm.edu

Laura Putz - Associate Controller
Ph# 272-0160
lputz@salud.unm.edu
<table>
<thead>
<tr>
<th>Heading</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Student Accounts Receivable Overview</td>
<td>3</td>
</tr>
<tr>
<td>Banner Terminology</td>
<td>3</td>
</tr>
<tr>
<td>Log into Banner 9</td>
<td>4</td>
</tr>
<tr>
<td>Basic Process Overview</td>
<td>6</td>
</tr>
<tr>
<td>Invoicing, Aging Reports, and the Collection Process</td>
<td>7</td>
</tr>
<tr>
<td>A/R Aging Report – MyReport Reports</td>
<td>8</td>
</tr>
<tr>
<td>Sample Aging Report</td>
<td>9</td>
</tr>
<tr>
<td>“Past Due” Collection Letter process</td>
<td>10</td>
</tr>
<tr>
<td>Departmental Role in Collection Process</td>
<td>10</td>
</tr>
<tr>
<td>Adding New Customers</td>
<td>11</td>
</tr>
<tr>
<td>Adding New Detail Codes</td>
<td>12</td>
</tr>
<tr>
<td>Monthly Deadlines</td>
<td>12</td>
</tr>
<tr>
<td>Procedures for Entering New Customer Charges</td>
<td>13</td>
</tr>
<tr>
<td>Identify the Customer Number</td>
<td>13</td>
</tr>
<tr>
<td>Select Proper Detail Code</td>
<td>14</td>
</tr>
<tr>
<td>Enter Charges</td>
<td>15</td>
</tr>
<tr>
<td>Enter Additional Text</td>
<td>17</td>
</tr>
<tr>
<td>Entering another Charge Record</td>
<td>18</td>
</tr>
<tr>
<td>Close the Session</td>
<td>18</td>
</tr>
<tr>
<td>Payment Processing</td>
<td>21</td>
</tr>
<tr>
<td>Where to send payments for depositing</td>
<td>21</td>
</tr>
<tr>
<td>Application of payments</td>
<td>21</td>
</tr>
<tr>
<td>Bad Debt Calculation and Policy</td>
<td>22</td>
</tr>
<tr>
<td>Contracted Collections and Legal action</td>
<td>22</td>
</tr>
<tr>
<td>Researching Items in Banner</td>
<td>22</td>
</tr>
<tr>
<td>Departmental Procedures and Recordkeeping</td>
<td>23</td>
</tr>
<tr>
<td>Customer Dispute Resolution</td>
<td>23</td>
</tr>
<tr>
<td>Customer Adjustments, Credits and Refunds</td>
<td>24</td>
</tr>
<tr>
<td>Sending Invoices to University Hospital</td>
<td>26</td>
</tr>
<tr>
<td>Banner Access Roles Needed</td>
<td>26</td>
</tr>
<tr>
<td>Quick List of Banner Forms (Screens):</td>
<td>27</td>
</tr>
<tr>
<td>Flowchart for Non-Student AR Process</td>
<td>28</td>
</tr>
<tr>
<td>Sample Invoices</td>
<td>29</td>
</tr>
<tr>
<td>Sample Collection Letters</td>
<td>30</td>
</tr>
<tr>
<td>Sample Collection Letters</td>
<td>32</td>
</tr>
<tr>
<td>Sample Collection Letters</td>
<td>33</td>
</tr>
</tbody>
</table>
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 on HSC, this number will begin with a “Y”, which represents the Health Sciences Center. An example is Y0000193. For Main Campus, this number will begin with an “N”.

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. On HSC Campus the first letter is always “Y”. Examples are YA03 or YD23. 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

Banner Welcome page:
TFADETL-Form to Enter Charges in Non-Student A/R Module

Enter customer ID

Click on “Go”

Detail code

Save

Add Doc for Xtender

Retrieve Doc for Xtender

Insert

Tools Menu
Basic Process Overview

The Health Sciences Center 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 finds 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 HSC 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 HSC 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 HSC 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 HSC 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. HSC invoices customers on the 1st and 16th of the month. There are three billings for the month of June – 11th, 21st, July 1st.
  2. On the 15th 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 the HSC Unrestricted Accounting.
  3. Each department that submitted invoices through Non-Student A/R will receive an electronic copy of their invoices plus any backup that was mailed, as a .pdf file 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 HSC 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 – MyReport Reports**

MyReports is the reporting tool for Banner that creates the A/R aging report, FORUAGH. 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 HSC” folder, as indicated below. (Click YES if it asks if you want to display non-secure items.)

Click on the report name “FORUAGH Unrestricted Aging by Department” to open the report. If you do not see your department’s name on the available drop down list, please call HSC 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 from the day before, for example, this date states November 11, 2015. The activity reflects from November 10, 2015.

(2) Department Name

(3) Customer Name and ID number

(4) Invoice numbers with blank Invoice dates, would mean that the charges have been posted in the Banner module, but not yet mailed to the customer.

(5) The first collection letter is reviewed and prepared from the 61-90 day column. The second from the 91-120 days column

(6) The criteria screen for the above report follows:
**Aging Reports**

1) By the third business day of the month, each department will receive an aging report via e-mail. Aging reports can also be obtained on your own through MyReports – Report FORUAGH. 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 HSC 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 the beginning of each month, the HSC 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 the beginning of each 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 HSC Unrestricted Accounting by e-mail with specific reasons why. Departments requesting that collection letters NOT be sent must contact the HSC 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 HSC 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 to contact their customers to collect funds owed to them. While the HSC 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 HSC Sponsored Projects Office (272-6264; hsc-preaward@salud.unm.edu) for a determination to be made as to whether the proposed activity meets the “Sponsored Research” to be billed through HSC Contract and Grant Accounting, or the “NSAR” criteria to be billed by HSC Unrestricted Accounting.

- **How do you get a Customer ID number?**

  Send an e-mail to Huihui Tan, htan@salud.unm.edu at HSC Unrestricted Accounting Office (and copy John Brandt, jobrandt@salud.unm.edu, and Brock Nunn, banunn@salud.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?

If the customer is a foreign customer, an Export Control Exclusion Screening (ECES) form will be required automatically. If there is a foreign component for a U.S. based individual or company an ECES form will be required. It needs to be completed by the Department person who is overseeing the good or service being provided to the customer. The completed department form is sent to Tim Muller at HSCExport@salud.unm.edu. He will forward his email response to the form’s contents to HSC Unrestricted Accounting. The customer ID number will then be issued to the Department.

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

- **What does the “Y” stand for in the customer number?**

  The letter “Y” represent the Non-Student Accounts Receivable customers being billed from HSC. 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 “Y” for billing HSC 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 Huihui Tan, htan@salud.unm.edu and copy John Brandt, jobrandt@salud.unm.edu at HSC Unrestricted Accounting Office. 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 John or Huihui.

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

<table>
<thead>
<tr>
<th>Day of each Month</th>
<th>Function to be completed</th>
<th>Completed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid month</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14th</td>
<td>Deadline for entering invoices to process</td>
<td>Department Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HSC Unrestricted</td>
</tr>
<tr>
<td>15th</td>
<td>Non-Student A/R Invoices closed for month</td>
<td>Accounting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HSC Unrestricted</td>
</tr>
<tr>
<td>16th</td>
<td>Customer invoices printed</td>
<td>Accounting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HSC Unrestricted</td>
</tr>
<tr>
<td>19th</td>
<td>Customer invoices mailed out</td>
<td>Accounting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HSC Unrestricted</td>
</tr>
<tr>
<td>19th</td>
<td>Scanned copies of invoices e-mailed to Department</td>
<td>Accounting</td>
</tr>
<tr>
<td></td>
<td>Departments receive monthly aging report via e-mail</td>
<td>HSC Unrestricted</td>
</tr>
<tr>
<td>N/A</td>
<td></td>
<td>Accounting</td>
</tr>
</tbody>
</table>
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 “Y”. 
      **Note:** the letter “Y” is identified as Health Science Center.
   f. Leave cursor on the “Y” 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 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).

Option #1: Type Unit 5 Rate $20.00= Amount $100.00

Type “Next” in the Invoice number field

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.)
Entering another Charge Record

18) If you need to continue with other invoices, select one of these options:
   a. If using the same customer number, start with instruction #8 above, to enter a new record.
   b. 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

1) 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
2) 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.
3) Click on “Save” icon
4) 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:**

- **Step 1:** Enter NetID
- **Step 4:** Move cursor to “Payment/Charge”
- **Step 2:** Session Number (Always 0)
- **Step 3:** Save
Step 5: Click “Tools” menu and select “Close Session”

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

Step 7: Use “X” to Exit
Payment Processing

Where to send payments for depositing

All checks must be delivered to the appropriate HSC Unrestricted Accounting office. 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 HSC 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 they funds. Once the department has instructions from the customer, then the department must send those instructions to HSC Unrestricted Accounting, who will ensure that another member of the HSC 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 HSC 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, HSC 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 1st and unpaid on May 31st is 31 days old.

Typically, the Bad Debt calculation formula is as follows:

<table>
<thead>
<tr>
<th>Age of invoice:</th>
<th>% of Amount Reserved in Bad Debt</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-30 days</td>
<td>0%</td>
</tr>
<tr>
<td>31-60 days</td>
<td>25%</td>
</tr>
<tr>
<td>61-90 days</td>
<td>50%</td>
</tr>
<tr>
<td>91-120 days</td>
<td>75%</td>
</tr>
<tr>
<td>Over 120 days</td>
<td>100%</td>
</tr>
</tbody>
</table>

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 HSC 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 “YP00” are UNMH ACH payments applied directly to an invoice. “YP01” are payments made by check/cash, “YP02” are credit card payments and “YP03” are all ACH payments (not UNMH). “YP08” payments belong to that customer, but HSC Unrestricted Accounting couldn’t find one specific invoice to apply it against, so it was applied only as a general payment on account.
Search Invoices in TGIACCD: (when you have one data element, like Invoice #)
From the main Banner menu, go to the TGIACCD form and Select “Invoice Number” in the “Add Another Field” drop down list. Type in your invoice number. Click on the “Go” icon. 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 “Go.” 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 “Go”. Click on the “Filter” icon. You can filter by detail code, amount, check number, invoice number, transaction number, or any combination of these. Click the “Add another field” drop down list and select any field that you want to filter. Click the “Go” 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. HSC 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 HSC 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 HSC Unrestricted Accounting.

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

1. From the main Banner menu, go to the TFADETL form. Enter the customer ID number and click Go.
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 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 (required), making sure that there is a checkmark in the “PRINT” column on the right side.
8. Send an e-mail to the HSC Unrestricted Accounting to inform us that you have entered a credit that needs to be sent to the customer (required).
   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.
Enter Customer ID

Click on ‘GO’

Original Detail code

Original Trans Num

Original Invoice number
Sending Invoices to University Hospital

Due to the fact that the University is all one big, complex legal entity, any invoices from a UNM department to the University Hospital must be accounted for specially. **All charges to University Hospital must be entered into Banner by ONLY HSC Unrestricted Accounting – NO EXCEPTIONS.** University Hospital is not obligated to pay any invoices except those sent by HSC Unrestricted Accounting.

**Banner Access Roles Needed**

1. Log in to 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:

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

Finance forms:

<table>
<thead>
<tr>
<th>Form</th>
<th>Form Name</th>
<th>Presents view of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>FGIBDST</td>
<td>Budget Status</td>
<td>Year to date revenue and expense balances</td>
</tr>
<tr>
<td>FGITRND</td>
<td>Detail Transactions</td>
<td>Individual revenue and expense transactions</td>
</tr>
</tbody>
</table>
Flowchart for Non-Student AR Process
Sample Invoices

University of New Mexico
HSC Financial Service Division
MSC09 5222
1 University Of New Mexico
Albuquerque, NM 87131-0001

Bill To:
LOVELACE RESPIRATORY RESEARCH INSTITUTE
ATTN: ACCOUNTS PAYABLE
2425 RIDGECREST DR SE
ALBUQUERQUE, NM 87108-5127

Invoice Number: S1308819
Customer ID: Y01244319
Bill Date: 31-MAR-2010
Due Date: 30-APR-2010

If you have any questions regarding your bill, please contact your customer service representative at: (505) 272 - 6266

<table>
<thead>
<tr>
<th>Doc #</th>
<th>Date</th>
<th>Description</th>
<th>Rate</th>
<th>Units</th>
<th>Bill Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>12601</td>
<td>31-MAR-2010</td>
<td>Sequencing</td>
<td>10.25</td>
<td>27</td>
<td>$276.75</td>
</tr>
</tbody>
</table>


Total Due: $276.75

NOTE: Our New Mailstop Code is MSC09-5222

Please reference Customer ID and Invoice Number on check. Detach this portion of the invoice and return with payment for proper handling.

Customer Name: LOVELACE RESPIRATORY RESEARCH I
Customer ID: Y01244319
Invoice Number: S1308819

Balance Due: $276.75
Amount Remitting: __________________________

Please make check payable to: University of New Mexico
Mailing Address is: HSC Financial Service Division, MSC09 5222, 1 University Of New Mexico, Albuquerque, NM 87131-0001
University of New Mexico
HSC Financial Service Division
MSC09 5222
1 University Of New Mexico
Albuquerque, NM 87131-0001

The University of New Mexico

Bill To:
PRESBYTERIAN HEALTHCARE SERVICES-ESPAÑOL
ATTN: ACCOUNTS PAYABLE
PO BOX 26666
ALBUQUERQUE, NM 87125-6666

Invoice Number: S1398611
Customer ID: Y00000061
Bill Date: 31-MAR-2010
Due Date: 30-APR-2010

If you have any questions regarding your bill, please contact your customer service representative at: (505) 272-6266

<table>
<thead>
<tr>
<th>Doc #</th>
<th>Date</th>
<th>Description</th>
<th>Rate</th>
<th>Units</th>
<th>Bill Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEB10</td>
<td>24-MAR-2010</td>
<td>SE - MD Coverage - Surgery</td>
<td>224.29</td>
<td>8</td>
<td>$1,794.32</td>
</tr>
<tr>
<td>FEB10</td>
<td>24-MAR-2010</td>
<td>SE - Weekend Coverage</td>
<td>234.97</td>
<td>22</td>
<td>$5,169.34</td>
</tr>
<tr>
<td>FEB10</td>
<td>24-MAR-2010</td>
<td>SE - Driving Time</td>
<td>45.00</td>
<td>3</td>
<td>$135.00</td>
</tr>
<tr>
<td>FEB10</td>
<td>24-MAR-2010</td>
<td>SE - Travel - Mileage</td>
<td></td>
<td></td>
<td>$84.00</td>
</tr>
<tr>
<td>FEB10</td>
<td>24-MAR-2010</td>
<td>SE - Travel - Meals</td>
<td></td>
<td></td>
<td>$147.20</td>
</tr>
<tr>
<td>FEB10</td>
<td>24-MAR-2010</td>
<td>SE - Travel - Hotel</td>
<td></td>
<td></td>
<td>$287.82</td>
</tr>
</tbody>
</table>

Specialty Extension Services, Surgery provided by:
Juliet Lopez, MD
Dates: February 5-7, 2010

If you have any questions regarding this invoice, please contact Tana Reber at 1-800-243-7603 or 505-272-0110.
Thank You.

Total Due: $7,617.68

NOTE: Our New Mailstop Code is MSC09-5222

Please reference Customer ID and Invoice Number on check. Detach this portion of the invoice and return with payment for proper handling.

Customer Name: PRESBYTERIAN HEALTHCARE SERVICE
Customer ID: Y000000061
Invoice Number: S1398611
Balance Due: $7,617.68

Amount Remitting: ________________________________

Please make check payable to: University of New Mexico
Mailing Address is: HSC Financial Service Division, MSC09 5222, 1 University Of New Mexico, Albuquerque, NM 87131-0001
Sample Collection Letters
First letter:

HSC Financial Services

March 05, 2010

El Centro Family Health
Atten: Lucille Montoya
PO Box 158
Espanola, NM 87532-0158

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due invoice(s):

<table>
<thead>
<tr>
<th>UNM Acct#</th>
<th>Invoice</th>
<th>Date mailed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y01168997</td>
<td>S1276851</td>
<td>11/30/2009</td>
<td>$860.72</td>
</tr>
<tr>
<td>Y01168997</td>
<td>S1276981</td>
<td>11/30/2009</td>
<td>$316.94</td>
</tr>
</tbody>
</table>

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 Stacie Hurley at (505) 272-5460 or via email at Shurley@salud.unm.edu.

Thank you in advance for your prompt attention to this matter.

Sincerely,

[Signature]

Stacie Hurley
Accounts Receivable Coordinator
UNM Health Sciences Center

cc: Department-LT, Locum Tenens
File Y01168997

John Brandt, Fiscal Services Supervisor
Laura Putz, Accounting Manager
Sample Collection Letters

Second letter:

UNM HEALTH SCIENCES CENTER

HSC Financial Services

March 05, 2010

City of Las Vegas
PO Box 160
Las Vegas, NM 87701-0160

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:
Enclosed please find a copy of past due invoice(s):

<table>
<thead>
<tr>
<th>UNM Acc#</th>
<th>Invoice</th>
<th>Date mailed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y00045391</td>
<td>S1256499</td>
<td>10/31/2009</td>
<td>$1,970.15</td>
</tr>
</tbody>
</table>

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 Stacie Hurley at (505) 272-5460 or via email at Shurley@salud.unm.edu.

Thank you in advance for your prompt attention to this matter.

Sincerely,

Stacie Hurley
Accounts Receivable Coordinator
UNM Health Sciences Center

cc: Department-EMS, Emergency Medical Services
File Y00045391

John Brandt, Fiscal Services Supervisor
Laura Putz, Accounting Manager
Sample Collection Letters
Third letter:

UNM HEALTH SCIENCES CENTER

HSC Financial Services

March 05, 2010

Griffin Funeral
401 N Dalmont St
Hobbs, NM 88240-5813

Re: Payment of Outstanding Invoice(s)

Dear Sir/Madam:

Enclosed please find a copy of past due

<table>
<thead>
<tr>
<th>UNM Acct#</th>
<th>Invoice</th>
<th>Date mailed</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y00000121</td>
<td>51232787</td>
<td>9/30/2009</td>
<td>$125.00</td>
</tr>
</tbody>
</table>

Our records indicate that Griffin Funeral has an outstanding balance of $125 for invoices dated prior to 9/30/2009. An invoice has remained unpaid for 153 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 Griffin Funeral 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 Stacie Hurley at (505) 272-5460 or via email at Shurley@salud.unm.edu

Thank you in advance for your prompt attention to this matter.

Sincerely,

[Signature]
Stacie Hurley
Accounts Receivable Coordinator
UNM Health Sciences Center

cc: Department-OMI, Office of Medical Investigator
File Y00000121
John Brandt, Fiscal Services Supervisor
Laura Putz, Accounting Manager