Compass 9.2 Training

Accounts Receivable 9.2
Collections Workbench and WorkCenters
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Welcome & Introductions

- About me
- Have you taken the IDM (Institutional Data Management) Course?
- What have you heard about 9.2?
Agenda

- Ground Rules
- Course Objectives
- Value of Compass 9.2
- Essentials Review
- Using the Collections Workbench
- Using the Billing WorkCenter
- Using the Receivables WorkCenter
- Where to go for help
- Wrap-Up & Next Steps
Ground Rules
Where it all began...Listening Tour Results

Listening Tour Requests by Function
Status = Improved

- Workflow: 93%
- Training and Communication: 75%
- Technical: 77%
- Security: 88%
- RPTG - Fin Adm Controlled: 50%
- RPTG - Emory HC Controlled: 50%
- RPTG - Campus Controlled: 62%
- Purchasing: 0%
- Projects: 50%
- Labor/RST: 50%
- HR/Payroll: 77%
- Grants Management: 77%
- General Ledger: 75%
- Expenses: 83%
- Core: 100%
- Commitment Control: 86%
- Cash Management: 0%
- AR/BI: 72%
- AM - Equip and Comp: 58%
- AM - All Other: 50%
- All: 71%
- Accounts Payable: 84%

76% of the project team has been able to improve or meet over 76% of the Listening Tour requests. (616/815)

Please see the website for more details on the Listening Tour items

** 8% of the requests were deferred, but remain on the future enhancements list, 4% out-of-scope requests; 12% unapproved requests
Our Journey

**Phase I: Fit/Gap**
December 2014-January 2015
Compare features and functions with user needs & recommend solutions

**Phase II: Design/Configure/Build**
January 2015-February 2016
Design and develop changes

**Phase III: Test**
April 2015-September 2016
Prepare and execute test scripts

**Phase IV: Training & Go-Live**
May 2016-November 2016
Rollout upgrade and train users

**Phase V: Stabilization**
November 2016-June 2017
Roll out additional enhancements and provide support

We are here

Go-Live: Nov. 14
# Emory Community Engagement Opportunities

- **Over 60 Outreach Sessions across campus focused on key modules**
- Multiple prototype labs
- **6 Interactive Labs focused on key modules**
- **Over 80 User Acceptance Testing Sessions**
- **107 Peer Experts**
- **35 Communication Council Members**
Course Objectives

At the end of this course, you will be able to:

- Use the Collections Workbench
- Use the Billing WorkCenter
- Use the Receivables WorkCenter
What are the current customer/collection **communication challenges**?

- Customer communications are not automated
- Copies of Invoices are manually emailed to Billing Specialists and then to customers
- Generating Statements is a manual process upon request
- Departments have limited system access to see status of payments, etc.
- Collection communications are not standardized across departments
How do we improve customer/collection communications?

Deploy **Collections Workbench** and give access to departments, as well as, central administration.

Maintain accurate **contact information** to support automated communications.

Leverage automated delivery of **correspondence and introduce Dunning letters, and Follow-up letters in addition to Statements**. This will reduce the correspondence and collection burden on Departments.
Key Benefits in Compass9.2

Collections WorkBench

• One-stop page
• All things associated with a Customer

WorkCenters

• Task-focused
• Daily activities for Billing and AR
Collections Workbench Concept

- Central location for tracking all customer correspondence
- Access action lists for customers
- Send invoices & statements by e-mail
- Display the payment status and payment history of a customer
- Review customer payment commitments
- Review, add, update, and delete customer conversations
Let’s Get Logged In

- Launch your Internet browser
- URL:
- ID: TRAINnx
- PW: 12345
Using the Collections Workbench
Using the Collections Workbench

At the end of this section, you will be able to:

- Access the Collections Workbench
- Search for a Customer
- View Customer Information
Collections Workbench Concept

- Access action lists for customers
- Central location for tracking all customer correspondence
- Send Invoices and statements by email
- Display the payment status and payment history of a customer
- Review customer payment commitments
- Review, add, update, and delete customer conversations
Knowledge Check

On your worksheet...

- Which three fields are always entered when you start the Collections Workbench?
- What does a red exclamation point icon indicate when it appears next to the customer ID?
- Where do you go to view a list of invoices for the customer?
- Where do you go to view specifics about Past Due balances?
- Where do you go to enter an interaction with a customer and generate a follow up letter?
Using the WorkCenters
Using the WorkCenters

- At the end of this section, you will be able to:
  - Use the Billing WorkCenter
  - Use the Receivables WorkCenter
WorkCenter Concept

- WorkCenters are **task-focused**
- View items that require action or attention
- Provides links to other modules and pages
- Provides commonly used queries and reports
Knowledge Check

On your worksheet....

- What is the primary difference between the Collections Workbench and the WorkCenters?
- What does it indicate if you see red headings in the My Work pagelet?
- What do you do if the query you need is not shown on the Queries pagelet?
Support
Support

- Objectives: at the end of this section, you will be able to:
  - Use Related Content
  - Access Job Aids and Recorded Training
  - Open Labs
  - Play & Explore
  - Contact Finance Support Center
Do you want to know more about the key changes?

Visit the website
Job Aids - PDF Flip

Finance System Job Aids

Accounts Receivable/Billing

Billing
- How do I Create an Express Bill?
- What is the Workflow for Non-Merchandise Invoices?
- How do I Run the Finalize and Print Process?
- How do I Reprint Invoices?
- How do I Upload Invoices from a Spreadsheet?
- How do I Create Contact Invoices?

ePay
- How do I Create Direct Journal Deposits with ePay?
- How do I Create Customer Deposits with ePay?
- How do I Verify an ePay Deposit?
- How do I Reclassify Direct Journal Entries?

Wire Claims
- How do I Claim a Wire for Direct Journal?
- How do I Claim a Wire for Customer Deposit?
- How do I Add Back a Wire for Direct Journal Payment?
- How do I Add Back a Customer Payment Wire?
- How do I Remove Wires from the Wire Claim Page?

Other Payments
- How do I Apply Customer Deposits with Payment Predictor?
- How do I Create an Express Deposit?
- How do I Move the Line Description on the Create Accounting Entries Page?

Customers
- How do I Use the Collections Workbench?
- How do I Add a Customer Note?
- How do I Maintain Corporate Customer Relationships?
- How do I Create Customer Contacts?
“Related Content” (meaning content related to the page) is available on select pages in high-traffic areas. Click on the link at the top right corner of the screen.

We will be loading training resources such as job aids, eLearning links and videos to specific pages.
What’s Next?

REACH OUT.

Send emails to compassupgrade@emory.edu
For any questions, comments, concerns

GET TO KNOW.

Peer Expert Team
• Peer Experts provide technical expertise on Compass processes and system usage.

READ.

Read communications
• Compass T-Minus checklist (weekly)
• Contact compassupgrade@emory.edu if you are not on the Compass Users ListServ
What’s Next?

**VISIT.**

[upgraded.compass.emory.edu](http://upgrade.compass.emory.edu)
- Review key changes
- Keep current with the latest news & events
- Review presentations & recordings of past sessions

**PLAY.**

[https://fsclone.emory.edu](https://fsclone.emory.edu)
- Use your normal User ID and Password to log-in
- Provide feedback via Survey Monkey

**ASK.**

Need Help?
- Call the Finance Support Center
- 77000 or 404-727-7000
- Finance Support Center email address will be available at Go-Live
Questions
How to Launch the End of Course Assessment & Survey

1. Log into ELMS
   https://elmprod.emory.edu/.

2. From the **Main Menu**, select **My Learning**.

3. From **My Learning**, locate the course title.

4. Click **Launch**.

5. Click **Launch** again
How to Launch the End of Course Assessment & Survey

6. The End of Course Assessment will open in a new window (Press the F11 key to expand the window).

7. After completing the survey, click the X in the top right corner to close this browser window or tab to exit the course.

8. From the original ELMS window, click the Refresh Your Score link.

9. Click the Return to Activity Progress link.

10. Click the Launch link next to the End of Course Survey

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