Compass Upgrade Outreach Session

Accounts Receivable & Billing
Agenda

- Program Guiding Principles
- Project Status
- Compass Upgrade Training Update
- Invoice Generation
- Customer Correspondence
- Stay Connected
Program Guiding Principles

- Promote shared ownership, collaboration, and communication
- Fully evaluate functionality and impacts
- Represent the enterprise (University & Healthcare)
- Be transparent
- Understand the business need and unintended consequences
- Consider impact to constituents and related budgets
- Encourage improved functionality, safeguarding valued existing solutions
Testing builds confidence that the system & user are ready to Go Live

*TM - Test Moves: A series of tests to ensure the system functions correctly, works with external systems, and supports business processes and policies accurately.
Invoice Generation
We need to have access to A/R so we can run reports instead of waiting to be told no payment has been received for 90 days.

The ability to use GAR for Billing is not known by user community. We don't know what options we have in using it.

We will need workflow if AR Billing use is expanded. We need to think about this if we design a template for easy input.

We need an easy template to capture billing info that could populate Compass billing.

Currently have to go to each PDF/Would like to batch print PDF. (Check box would be helpful).
Why change the existing invoicing process?

- 300+ invoices monthly
- Non-standardized invoicing processes across departments
- Centralization can be a bottleneck in efficiently processing

Some billing is currently occurring outside of the system resulting in:
- No automated system of record generated
- Inaccurate customer records
- Unrecorded revenue and receivables

Billing process is a manual, time-intensive process.

Inefficient process for tracking and following up on outstanding receivables.
How can we improve the invoicing process?

- Automate the billing process steps
- Standardized Quick Bill Template with fewer pages and inputs.
- Decentralize some University invoicing and allow campus departments to input billing requests. (*phased approach*)
- Require back-up support documentation for invoice generation.
- Workflow the invoices to the Controller’s office for approval.
- Prior month’s invoices can be copied versus creating a new invoice.
- Create customer contacts for University and Healthcare customers to allow automated emailing of invoices to customers.
What are the benefits?

- Reduces redundancy and duplicate efforts.
  --fewer input errors

- Faster revenue recognition

- New workflow routing with checks & balances

- Ability to attach selected supporting documentation to an invoice
Future State: Express Bill Template

- Enter Description and Unit Price
- Quantity and UOM are default entries

- Default Entries
- Attachments MUST be included as a prerequisite to submitting to Workflow.
Future State: New Workflow Process

Department enters invoice

Enter invoice – Quick Bill Template
Add Attachments
Submit for Approval

Non-Central approval required?

Yes
Additional Approver(s)

No
Controller’s Office

Approved
Invoice Processed

Invoice image emailed to Billing Specialist
Customer Correspondence
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.
Collections Workbench

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

- Provide Search Criteria: SetID, Business Unit and Customer.

- Navigate to and from multiple pages and levels of data.
Collections Workbench – *Items Tab*

- Displays All Items (Open or Closed Items)
- Drill to access more detailed information.
- Review Images of Invoice
Collections Workbench – *Items List after Invoicing*
Collections Workbench – Payments Tab
Collections Workbench – Conversations Tab

- Displays all conversation notes
- Click on References tab to add information such as Invoice, Payment
- Add conversation to the page while on phone with customer.
3 Types of Correspondence

1. Statements
2. Dunning Letters
3. Follow-up Letters

<table>
<thead>
<tr>
<th></th>
<th>CURRENT STATE - MANUAL</th>
<th>COMPASS 9.2 - AUTOMATED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STATEMENTS</strong></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>DUNNING LETTERS</strong></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td><strong>FOLLOW-UP LETTERS</strong></td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

- Users select which of the correspondence options to send to a customer
- The Billing Specialist will notify General Accounts Receivable (GAR) to update contact information and/or correspondence settings
For each Customer, the Billing Specialist will notify General Accounts Receivable (GAR) to update contact information and/or correspondence settings:

1. **Types of Documentation that should go to the Customer**
   - Dunning / Follow-up / Invoice / Statement

2. **Preferred Communication Method**
   - Email / Standard Mail
Collections Workbench – Correspondence Tab

- Displays Statements, Dunning History and Follow-up Letters
- View or email statement image
Collections Workbench – *Corporate Customer*

- Search by Set ID, Business Unit and Customer ID
- LEVEL – Select Corporate to retrieve Corporate and Child Receivable Balances.

![Collections Workbench](image_url)
## Collections Workbench - Customer Hierarchy Tab

- Displays balances at the Corporate and Child Level
- View or email statement image

### Corporate Balances

<table>
<thead>
<tr>
<th>Customer Hierarchy</th>
<th>Item Balance</th>
<th>Past Due</th>
<th>Credit Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - GAR0001461 - Children's Healthcare of Atlanta (PED)</td>
<td>$12,703,189.38</td>
<td>$12,703,189.38</td>
<td></td>
</tr>
<tr>
<td>1.1 - GAR0001461 - Children's Healthcare of Atlanta (PED)</td>
<td>$7,604,995.91</td>
<td>$7,604,995.91</td>
<td>$0.00</td>
</tr>
<tr>
<td>1.2 - GAR0001378 - Children's Healthcare of Atlanta (Ped)</td>
<td>$18,820.50</td>
<td>$18,820.50</td>
<td>$0.00</td>
</tr>
<tr>
<td>1.3 - GAR0001462 - Children's Healthcare of Atlanta (GNS)</td>
<td>$609,733.36</td>
<td>$609,733.36</td>
<td>$0.00</td>
</tr>
<tr>
<td>1.4 - GAR0001463 - Children's Healthcare of Atlanta (CTS)</td>
<td>$508,188.03</td>
<td>$508,188.03</td>
<td>$0.00</td>
</tr>
<tr>
<td>1.5 - GAR0001464 - Children's Healthcare of Atlanta (OTO)</td>
<td>$371,339.20</td>
<td>$371,339.20</td>
<td>$0.00</td>
</tr>
<tr>
<td>1.6 - GAR0001465 - Children's Healthcare of Atlanta (RAD)</td>
<td>$770,591.96</td>
<td>$770,591.96</td>
<td>$0.00</td>
</tr>
<tr>
<td>1.7 - GAR0001466 - Children's Healthcare of Atlanta (ANE)</td>
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<td>$0.00</td>
</tr>
<tr>
<td>1.8 - GAR0001467 - Children's Healthcare of Atlanta (PTH)</td>
<td>$115,105.97</td>
<td>$115,105.97</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
# Statement

**Statement Number:** 1003  
**Statement Date:** 02/20/2015  
**Account Number:** SOM0000002  
**Send payment to:** Controller’s Office - A/R & Billing  
1600 Clifton Rd, 3rd Floor, 1589-001-1AD  
Atlanta, GA, 30322  
USA

## Statement

**C.O.A - GME**  
**Attn:** Ruth Fowler, CFO  
n/c Eggleston Hospital  
660 Tullie Circle  
Atlanta, GA, 30329  
USA

### Invoice Details

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Due Date</th>
<th>Invoice #</th>
<th>Type</th>
<th>Amount Due</th>
<th>Item Activity</th>
<th>Document</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/24/2015</td>
<td>04/23/2015</td>
<td>SOM-0000555</td>
<td>Invoice</td>
<td>5,974.94</td>
<td>960,910.20</td>
<td>010378</td>
<td></td>
</tr>
<tr>
<td>03/24/2015</td>
<td>04/23/2015</td>
<td>SOM-0000555</td>
<td>Payment</td>
<td>-890,038.35</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/24/2015</td>
<td>05/24/2015</td>
<td>SOM-0000531</td>
<td>Invoice</td>
<td>5,974.80</td>
<td>921,046.12</td>
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</tr>
<tr>
<td>04/24/2015</td>
<td>05/24/2015</td>
<td>SOM-0000531</td>
<td>Invoice</td>
<td>-891,070.32</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/27/2015</td>
<td>06/26/2015</td>
<td>SOM-0000571</td>
<td>Invoice</td>
<td>5,974.04</td>
<td>867,005.10</td>
<td>010378</td>
<td></td>
</tr>
<tr>
<td>05/27/2015</td>
<td>06/26/2015</td>
<td>SOM-0000571</td>
<td>Payment</td>
<td>-877,005.10</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/28/2015</td>
<td>07/28/2015</td>
<td>SOM-0000589</td>
<td>Invoice</td>
<td>6,974.90</td>
<td>846,081.68</td>
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<tr>
<td>06/28/2015</td>
<td>07/28/2015</td>
<td>SOM-0000589</td>
<td>Invoice</td>
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</tr>
<tr>
<td>07/20/2015</td>
<td>08/20/2015</td>
<td>SOM-0000592</td>
<td>Invoice</td>
<td>697,024.79</td>
<td>697,024.79</td>
<td>010378</td>
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</tr>
<tr>
<td>07/20/2015</td>
<td>08/20/2015</td>
<td>SOM-0000592</td>
<td>Invoice</td>
<td>-1,052,581.65</td>
<td>1,052,581.65</td>
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</tr>
<tr>
<td>08/28/2015</td>
<td>09/28/2015</td>
<td>SOM-0000601</td>
<td>Invoice</td>
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<tr>
<td>09/28/2015</td>
<td>10/28/2015</td>
<td>SOM-0000601</td>
<td>Payment</td>
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<tr>
<td>10/28/2015</td>
<td>11/27/2015</td>
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<td>Invoice</td>
<td>55,000.00</td>
<td>55,000.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total for C.O.A - GME:** 3,029,096.35

**Statement Total USD:** 3,029,096.35

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**Emory University Bank Wire / ACH Instructions:**

- **Bank Name:** Wells Fargo Bank, N.A.  
  360 Interstate Parkway SE  
  Atlanta, GA 30339
- **International SWIFT:** WFEIUS6S  
- **Domestic ABA:** 121-000-248  
- **Account Name:** Emory University  
  2000070083136  
- **Account #:** Invoice #  
- **Send Payment Notification To:** generalarbilling@emory.edu

**Check Payment Instructions:**

- PLEASE RETURN COPY OF INVOICE WITH REMITTANCE, PAYABLE TO EMORY UNIVERSITY AND MAIL TO:  
  EMORY UNIVERSITY  
  CONTROLLER’S OFFICE - A/R & BILLING  
  1599 CLIFTON RD, 3RD FLOOR, 1589-001-1AD  
  ATLANTA, GA 30322
Dear Valued Customer,

As of the above date, our records indicate that we have not received payment for the below invoice(s). Our terms are NET 30 and we are awaiting payment. If payment has been made, please accept our thanks and indicate payment details below. If payment has not been made, please remit payment immediately. Payment instructions are shown below.

Customer: SOM0000002 C.H.O.A - GME

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Invoice Date</th>
<th>Type</th>
<th>Amount</th>
<th>Duedate</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOM-00005555</td>
<td>3/24/2015</td>
<td>IN</td>
<td>5,974.94</td>
<td>6/26/2015</td>
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<tr>
<td>SOM-00005631</td>
<td>4/24/2015</td>
<td>IN</td>
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<td>SOM-00005714</td>
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<td>SOM-00005836</td>
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<td>IN</td>
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<td>SOM-00006014</td>
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<td>IN</td>
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<td>11/27/2015</td>
<td>94</td>
</tr>
</tbody>
</table>

Total: 2,974,096.35 USD

If your records do not agree with ours or if there is some reason why payment will not be made at this time, we would appreciate your contacting our office so that we can resolve any issues related to the payment. Please contact the person referenced below for any clarification.

Thank you for your attention to this matter.

Sincerely,

James Tambah 404 7278122

*****Please check the appropriate line*****

Paid via check on check # __________ dated __________ amount __________ mailed to __________

Paid electronically on date __________ to bank account # __________ amount __________

Check payment will be remitted to you on __________ amount __________

Electronic payment will be remitted to you on __________ amount __________

Other __________ amount __________
Re: FINAL NOTICE – ACCOUNT PAST DUE

Dear Valued Customer,

Our records indicate that your account is now seriously past due and you have not responded to our requests for payment. You are offered this final opportunity to resolve this liability within 5 business days. Please email us at generalarbilling@emory.edu immediately to inform us of your intentions.

Should payment not be received in the time allotted, your account details will be forwarded for collection and/or legal action. Should this prove necessary, costs and interest will be sought in addition to the balance of your account.

Please remit payment for the full amount due to avoid further collection activities.

Thank you for your attention to this matter.

Sincerely,
Jessica Ingersoll 404/727-4483

**Please check the appropriate line:**

- Paid via check, check #________, __________, __________ mailed to __________
- Paid electronically on __________ to bank account #________, __________
- Check payment will be remitted to you on __________, __________
- Electronic payment will be remitted to you on __________, __________

________________________
3,550.00 USD
Follow-up letters are initiated after conversations with a customer.

Once a conversation has been flagged for follow-up, the follow-up letter process must be initiated.

1. Indicate the **amount** of money due.

2. Enter **Letter Code** which triggers the language that appears on the follow-up letter.

3. Enter the **Promise date** on which the customer said they would pay.
Follow-Up Letter

Phone call notes entered into Compass:
“Spoke with new contact who does not seem very responsive to our request for payment. Suggest we escalate this if the payment isn’t received on 2/29.

The notes entered in Compass are not shared with the Customer.

February 29, 2016
Sara Smith
Customer ID: SOM0000002
C.H.O.A. - GME
Attn: Ruth Fowler, CFO
c/o Egleston Hospital
6100 Tullie Circle
Atlanta, GA 30329

Dear Valued Customer,

This is to confirm our conversation on 2/29/2016. During our conversation you agreed to remit a payment amount of 56000.00 USD by this date: 2/29/16.

Please remit payment to me immediately.

Sincerely,

Bill Keith
AR/BI Compass Upgrade Training
October 24-28, 2016
ePay Enhancements, Wire Claims, Collections Workbench and WorkCenters
ARBI Courses

Collection Workbench & WorkCenters
- Classroom

ePay Enhancements
- Classroom
- Webinar

What's New in Compass for ARBI
Module Lead with small group

Wire Claim Enhancements
- Classroom
What Courses are Required for Me?

The default setting for all users will be “view access” for the modules they had access to in Compass 9.0 prior to Go-Live.

In order to receive transaction initiation privileges, users must complete required module-based training to ensure they understand the changes in the upgraded environment and can be successful in their assigned roles.

Individual assigned learning paths will be developed based on historical transaction usage by module and manager reviews.

Users and their managers will have the option to review training plans together, prioritize and complete the most critical training to support their units and continue to complete additional training as higher levels of access privileges needed.
Be in the Know. Stay Connected

ATTEND.
Compass Outreach Sessions
- Topics change quarterly
- Sessions set-up across Campus for convenience
- Register on the Compass upgrade website
- Win prizes

VISIT.
upgrade.compass.emory.edu
- Review project background and team members
- Keep current with the latest news & see listening tour updates
- Catch-up and review presentations & recordings of past sessions
- Register for training information in the coming months

YAMMER.
yammer.com/emory.edu
- Emory is using Yammer to share, discuss projects, and get work done faster
- Keep current with the latest news & talk

READ.
Compass Insight newsletter (bi-monthly) to the Compass Users ListServ
Contact compassupgrade@emory.edu to get on the ListServ

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

MEET THEM
Communications Council Members
- Division level contacts who communicate key Upgrade messages within the department or division.
Questions?