Compass 9.2 Training

Accounts Receivable- Grants

Niketta Jones
Welcome & Introductions

- About me
- What have you heard about 9.2?
Accessing your Training Support Materials

- Access your training calendar invite @ email.emory.edu
- Job Aid Link
- Participant Scenario Worksheet
Agenda

- Ground Rules
- Value of Compass 9.2
- Course Objectives
- Essentials Review
- Compass 9.2 Accounts Receivable New Functionality
- Wrap-up & Next Steps
Ground Rules
At the end of this course, you will be able to:

- Identify New Functionality in Compass 9.2 Accounts Receivable
- Review Condition Monitor events that trigger notifications
- Review Customer AR and related metrics using the Collections Workbench
- Review Customer Correspondence on the Collections Workbench
- Mark an item in Dispute or Collection
- Split an Item
- Transfer an item from one customer to another or to doubtful
- Refund an Item to a customer
At the end of this course, you will be able to:

- Understand how the new Payment Predictor methods matches payments with open items
- Review and Post maintenance worksheets created by Automatic Maintenance
- Partially Unpost Payments
Value of Upgrading to Compass 9.2

Key Organizational Benefits

- Provide continuous operation improvements
- Optimize investment in system
- Take advantage of improved PeopleSoft functionality
- Reduce cost of ownership through less customizations
- Evaluated opportunities for process improvements

Key User Benefits

- Shared ownership through collaboration
- Improved processes
- Greater insight
- Ease-of-Use
- Expanded functionality
COMPASS 9.2 ESSENTIALS

- Compass Essentials Webinar
  - General Navigation
  - Speedtype/Speedchart
  - Chartfield Updates
  - Reporting
Let’s Get Logged In

- Launch your Internet browser
- URL: https://fstrng.emory.edu
- Log-in and Password
  - Grants AR Participants
    - ID: University ID
    - Password: 12345
  - All other Participants
    - Provided by Instructor
Accounts Receivable

Compass 9.2 Accounts Receivable
New Functionality
What’s New in Compass 9.2 AR

- Condition Monitor
- Collections Workbench
- Item Maintenance
  - Dispute & Collection
  - Item Split
  - Transfer Worksheets
- AR Refund to AP and Form Builder
- Payment Predictor
- Automatic Maintenance
- Partial Unpost
Accounts Receivable

Condition Monitor
Condition Monitor

- Objectives: at the end of this section, you will be able to:
  - Configured Condition Monitor events
  - Notifications
  - Automated Actions
  - Collector Actions
  - Integration with Collections Workbench
New Functionality - Condition Monitor

- Customer analysis tool
- Scheduled daily process
- 6 configured Conditions
- Generates alerts and actions
- Alert Notifications
  - Email
  - Worklist
  - Collections Workbench
New Functionality - Condition Monitor

- Collection Items* (Automated Dunning Letters)
- Dispute Items*
- Items Aged >60 Days
- Conversation Follow-up
- Credit Items
- Risk score
New Functionality - Condition Monitor

Action: Alert  Condition: Items Aged Greater Than 60 Days Past Due Date  Customer: 00004878 / BOSTON CHILDREN'S HOSPITAL

Action Detail page -- https://fstm4.emory.edu/psp/fstm4/EMPLOYEE/ERP/c/COLLECT_RECEIVABLES.ACTION_DTL.GBL?
Page=ACTION_DTL&Action=U&SETID=GRANT&CUST_ID=00004878&CONDITION_ID=PAST&CUST_HIST_ID=&ENTRY_TYPE=&ENTRY_REASON=&&BUSINESS_UNIT=GR
ANT&SEQ_NBR=3&ITEM=GM00357375&ITEM_LINE=0


11/21/2016

Emory University Finance
Proprietary & Confidential
Alerts will appear as action list items

Action owners can perform the necessary research and add/update conversations

Action owners can perform, cancel, or reassign the action
Accounts Receivable team members are assigned a Collector ID (CLLCTR01, CLLCTR02, etc)

Collector assignments by Customer
Knowledge Check

On your worksheet....

- Name any two conditions that are being monitored by Condition Monitor
- What is the only condition that triggers an automated action by Condition Monitor?
Accounts Receivable

Collections Workbench
Collections Workbench

- Objectives: at the end of this section, you will be able to:

**REVIEW**

- Action List
- Past Due Balances
- All open items
- Conversations
- Completed and Outstanding payments
- Dunning letters generated by Condition Monitor
New Functionality – Collections Workbench

Conversations | Items | Payments | Alerts | Customer Balances | Customer Correspondence

- Conversations
- Items
- Payments
- Alerts
- Customer Balances
- Customer Correspondence

11/21/2016
Collections Workbench

- LET’S TAKE A LOOK
Knowledge Check

On your worksheet....

- Who populated the action list items that you see in the Collections Workbench?

- How will you find all open items for a customer?

- Where do you go to view specifics about Past Due balances?

- What are two common actions that may be performed directly from the Items tab on the Collections Workbench?
Coffee Break

10 mins
Accounts Receivable

Work an Action Item generated by Condition Monitor
Objectives: at the end of this section, you will be able to:

- Review Action List Items
- Set Action List filters
- Create Conversations
- Complete an Action List item
Work an Action Item triggered by Condition Monitor

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- What are the three actions you can perform on an action list item?

- If you perform an action, but don’t complete the action, what will be the status of the action?
Accounts Receivable

**Item Maintenance**
Item Maintenance

- Objectives: at the end of this section, you will be able to:
  - Understand functionality related to Item maintenance
  - Understand how this will provide greater visibility into the status of outstanding items and streamline processes.
New Functionality – Item Maintenance

Groups Impacted

- Finance Grants & Contracts (FGC)
- Grants Accounts Receivable
- Accounts Payable
- AR Refund to AP
- Item Split
- Partial Unpost
- Automatic Maintenance
- Transfer Worksheets
- Dispute Reasons
Accounts Receivable

Mark an Item in Dispute
Mark an Item in Dispute

- Objectives: at the end of this section, you will be able to:
  - Mark an item in dispute from the Collections Workbench
  - Review available dispute reasons
  - View the disputed item in the Collections Workbench
Mark an Item in Dispute

- Selecting the appropriate code will assist with categorizing an outstanding receivable
- Either a portion of or the full item balance can be marked in dispute
- Condition Monitor will alert assigned collector
- Grants statements will list both the outstanding balance and disputed amount
Available dispute reasons are:

- **CHG** - Unallowable Charges
- **DEL** - Late or Missing Deliverable
- **FSR** - Late or Missing FSR
- **INV** - Late or Missing Invoice Submission
Mark an Item in Dispute

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- What happens after you have marked an item in Dispute?
Accounts Receivable

Item Split
Item Split

- Objectives: at the end of this section, you will be able to:
  - Understand uses for and how to Split an Item
  - Review the worksheet created by Item Split
  - Run ARUPDATE process
  - Review the split item in Collections Workbench
Item Split

- Allows users to split the balance of a single receivable item into multiple line items with different due dates
- Two scenarios that qualify for item split:
  - Contract Withholdings (WTH) – Sponsor will withhold a set percentage of the invoiced amount
  - Billing Errors (BIL) – ex. Grant is billed up front for full award amount in error
Item Split

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- A newly split item follows its own aging which is different from the original item that it split from? True or False?
- All users will have the ability to split an item. True or False?
Accounts Receivable

Transfer an Item
Transfer an Item

- Objectives: at the end of this section, you will be able to:
  - Create a Transfer Worksheet
  - Transfer an Item
  - Transfer to Doubtful
  - Run ARUPDATE process
  - Review the Original Item and transferred item in Collections Workbench
Transfer an Item

Allows users to move an **item** from one customer to another

- Useful when an On-Account (OA) item has been created for the wrong customer
Transfer to Doubtful

Allows users to move an item to a doubtful state

- Ability to segregate potentially uncollectible item balances
- The transfer only affects the AR account in which the balance resides; the item remains open
- Item balance is moved from the core AR balance sheet account (14650) to a separate Doubtful account (14900)
Transfer an Item

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- What type of items will you typically transfer between customers?

- What prefix should you look for when trying to identify the item that need to be transferred?

- True or False: When transferring an item to doubtful, the item is closed and the balance is moved to bad debt expense.
AR Refund to AP

- Objectives: at the end of this section, you will be able to:
  - Initiate a Request for a Refund - Form Builder
  - Review Forms Reports for submitted requests
  - Refund an Item – Maintenance Worksheet
  - Run ARUPDATE process
  - Run the Request Refund Item process
Form Builder is a delivered application within Compass where we can build forms and attach workflow

- The Request for a Refund form has been created electronically using Form Builder
- Central and RAS users can initiate refund requests and attach the necessary supporting documentation
- Refund requests for grants or contracts is routed to the appropriate individuals based on the primary project department
- Refund requests for on-accounts are routed to the AR Associate Director and the Asc VP for Finance
AR Refund to AP - Forms

- LET’S TAKE A LOOK
AR Refund to AP – Forms Reporting

- Reports and Queries have been created to enable users to view the following:
  - Refund Requests in Process (Grants/Contracts)
  - Refund Request Exception Report (Grants/Contracts)
  - Employee Refund Request Exception Report (Grants/Contracts)
  - Refund Requests in Process (On-Account)
  - Refund Request Exception Report (On-Account)
  - Employee Refund Request Exception Report (On-Account)
AR Refund to AP

- Items selected for refund on the maintenance worksheet are sent directly to accounts payable for payment
- Supplier Sequence address must be updated to reflect the payment remitting address
- System requirements for refunds to process successfully
  - **VERY IMPORTANT**: AR Customer must be linked to AP Supplier
  - Receivables Refund Process scheduled and added to nightly batch process
Refund an Item – AR Refund to AP

- Entry reasons added to quickly identify need for refund
  - CANCL - Early Cancellation or Term
  - FINAL - Final FSR or Invoice
  - SPNSR - Sponsor Initiated Refund Request
  - ERROR – Payment Received in Error
  - DUPL – Duplicate Sponsor Payment
AR Refund to AP

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- What is the most critical step you should confirm before initiating a refund from AR to AP?

- What is the name of the process that sends refunds from AR to AP?

- TRUE or FALSE? Users can access all form instances that have been submitted.
Accounts Receivable

Payment Predictor
Goals: at the end of this section, you will be able to:
- Understand New Payment Predictor Methods
# Payment Predictor – New Methods

<table>
<thead>
<tr>
<th>Step</th>
<th>Algorithm</th>
<th>Description</th>
<th>Worksheet Review Needed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>#REFS</td>
<td>Reference ID and amount are an exact match</td>
<td>No</td>
</tr>
<tr>
<td>2</td>
<td>#DTL_TLR</td>
<td>Reference ID is an exact match, but amount does not match item balance</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>#REFS_NG</td>
<td>Reference ID is not an exact match, but last 6 characters are valid and amount is an exact match; Customer must be identified (Name or MICR ID)</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>#COMBOS</td>
<td>No Reference ID, but amount is an exact match; Customer must be identified (Name or MICR ID)</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Payment Predictor

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- What three data attributes should match for Payment Predictor to match a payment with an open item?

- If Payment Predictor matched a payment that was missing a reference ID with an open item, will you have to review the worksheet? Yes or NO?
Automatic Maintenance

- Objectives: at the end of this section, you will be able to:
  - Understand how Automatic Maintenance matches offsetting item balances
  - Review the Actual Matches Report
  - Review the Potential Matches Report
  - Finalize a Worksheet created by Automatic Maintenance Process
Automatic Maintenance

- **Daily** process to match offsetting debit and credit item balances
- The offsetting item balances can be matched one-to-one or one-to-many

<table>
<thead>
<tr>
<th>Match Type</th>
<th>Review Required</th>
<th>Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same Contract</td>
<td>No</td>
<td>Actual Matches</td>
</tr>
<tr>
<td>Not Same Contract</td>
<td>Yes</td>
<td>Potential Matches</td>
</tr>
<tr>
<td>Contract and On-Account</td>
<td>Yes</td>
<td>Potential Matches</td>
</tr>
</tbody>
</table>

- Actual & Potential Matches Report are generated with the Automatic Maintenance process
Automatic Maintenance

- LET’S TAKE A LOOK
Knowledge Check

Group Discussion:

- What report(s) are generated by Automatic Maintenance that you will review each morning?
- True or False: The user can review the Actual Matches Report, but doesn’t have to take any action.
- True or False: The user can review the Potential Matches Report and will need to take action.
- True or False: Automatic Maintenance will only match offsetting item balances if the amounts are a one-to-one match.
- Automatic Maintenance offsets item balances between an invoice and an on-account payment. On which report will the match appear?
Partial Unpost
Partial Unpost

- Objectives: at the end of this section, you will be able to:
  - Create a Partial Unpost Worksheet
  - Unpost and Re-apply Payment
  - Run ARUPDATE Process
  - Review the Original Item and corrected item in Collections Workbench
Partial Unpost

- LET’S TAKE A LOOK
Questions
Accounts Receivable 9.2 – Grants Only

Course Wrap Up & Resources
Course Wrap Up

- What’s Next?
  - Drop-In Labs
  - November 14th – Go Live!
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.**

- 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
  - Use your normal User ID and Password to log-in
  - Provide feedback via Survey Monkey

**PLAY.**

**Need Help?**

- Call the Finance Support Center
  - 77000 or 404-727-7000
  - Finance Support Center email address will be available at Go-Live
Do you want to know more about the key changes?
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-Grant 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 Credit Invitations?

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?

Finance System Job Aids

Correspondence
How do I Use Statement Groups?
How do I Create Customer Statements?
How do I Create Dunning Letters?
How do I Create Follow Up Letters?

General Accounts Receivable
How do I Reclassify Direct Journal Entries?
What are the AR/Billing Scheduled Processes?
How do I Run Miss Charge For Bad Debt Item?
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 Accounts Receivable – Grants course.

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**

CLASS SECTION #:260437-10360