Processing an Accounts Receivable via iPayments

What is an Accounts Receivable? An Accounts Receivable is an invoice, a bill, a charge, a statement, etc. It is the mechanism used to charge non-TAMU (02) accounts for goods or services provided by TAMU (02) accounts. This includes accounts external to TAMU System. The same is true for TAMUS (01) accounts billing non-TAMUS (01) accounts, TAMUG (10) accounts billing non-TAMUG (10) accounts, and HSC (23) accounts billing non-HSC (23) accounts.

AR Test

Is the department selling a good or service?
- ☐ **Yes:** Continue to next question.
- ☐ **No: Process a Reduction to an Expense**

Is the customer a member of the same agency as the selling department (01/01; 02/02; 10/10); 23/23?
- ☐ **Yes:** Continue to next question.
- ☐ **No: Process AR**

Is the customer a Student Organization using an SOFC (TAMU) account or an SORG (TAMUG) account?
- ☐ **Yes: Process AR**
- ☐ **No:** Continue to next question.

Is the account provided by the customer an Advanced Research Account (02-160XXX; 10-169XXX)?
- ☐ **Yes: Process AR**
- ☐ **No:** Continue to next question.

Is the account provided by the customer a Renovation Account (02-806XXX)?
- ☐ **Yes: Process AR**
- ☐ **No: Process an Interdepartmental Transfer (IDT)**

Once it is determined that an Accounts Receivable should be processed, several criteria must be met prior to proceeding with the iPayment process. Are the selling accounts and appropriate revenue codes set up in iPayments? Does this department have approval to extend credit? Does the customer exist? Please send an email to **ipay@tamu.edu** to request an account and code to be set up in iPayments. Send an email to **ar@tamu.edu** to determine if you have approval to extend credit. See page 3 to determine if the customer number exists.

System Regulation 21.01.04 Extension of Credit

Department personnel processing Accounts Receivables must be knowledgeable of **System Regulation 21.01.04 Extension of Credit**. The purpose of this regulation is to provide guidelines for the extension of credit and referral of delinquent accounts and to establish uniform procedures for system extension of credit and related collection processes. Please review the full regulation for details. Below are highlights of some of the requirements.

- ✓ May extend credit only when it serves the best interest of the system and the public good of the State of Texas.

- ✓ Must provide written documentation explaining the need to extend credit and that documentation must be reveiwed and approved.

- ✓ Must only extend credit to customers no more than thirty (30) days. Special circumstances requiring more than thirty (30) days must be disclosed and approved.

- ✓ Must submit monthly report of receivable billing and collections including aging of outstanding accounts to Sales & Receivables. This is handled automatically by FMO when iPayments is used to bill customers.

- ✓ Must be in compliance with the Federal Trade Commission's Red Flag Rule by understanding and following TAMU's Identity Theft Prevention Program.

- ✓ Must place delinquent accounts on State Warrant Hold as stated by the State's Accounting Policy Statement (APS 028).

- ✓ Must have approval to write off delinquent accounts.

Sales Tax

Texas A&M University is exempt from paying State of Texas sales tax on purchases. However, it is not exempt from collecting tax on sales made by the University.

When a university department sells a taxable item, it is responsible for collecting the sales tax, unless proof of tax exemption is obtained. Sales tax **exemption certificates** should be kept on file by the selling department following the retention schedule. The department must collect the tax and deposit it through iPayments. **iPayments** is configured to charge sales tax on all taxable items and send the funds to the appropriate sales tax account. If the purchaser is sales tax exempt, select the tax exempt option to remove the sales tax. Be sure to attach the sales tax exemption or resale certificate as backup when you remove the sales tax.

There is no such thing as a pass through sale. We cannot pass on the University's exempt sales tax status to anyone else. For example, a university department cannot purchase shirts and then sell them to non-tax exempt persons without collecting the sales tax.

Financial Management Operations remits the sales tax collected by the entire university to the State Comptroller's Office as required. There is no need for the department to fill out a sales tax form or to remit the tax to the state. The **tax rates** vary from county to county and sellers should use the appropriate tax rate for their location. The current tax rate for Brazos County, Dallas County, Tarrant County, and Galveston County is 8.25%.

More detailed information regarding sales tax can be found at **Sales Tax Issues.**

Confirm Customer Number exists. Customer numbers are 13 digit accounts designed to permit multiple payments or transactions. These numbers allow us to track customers' normal business activities and delinquent payments. These numbers are required to create invoices through iPayments.

On FAMIS screen 602 or screen 603, enter the customer name in the customer field. If information pulls forward, verify that it matches the customer information being searched. If no information pulls forward, refine your search.

- SOFC customer numbers all have 'SOFC' as the first word of the customer name
- System members names will begin with the System member part number (28 TEES, 06 AgriLife Research, etc)
- Remove words like 'THE' and 'A' when searching for name (Cat Clinic or The Cat Clinic)
- Enter the customer number by following the criteria listed below

Each customer number is created based on specific criteria for each type of customer.

TAMU System Members- First 2 digits equal the System Part Number of the customer, next 6 digits equal the members 6 digit account number (provided to you by the customer), and the last 5 digits equal the support account or '00000.'

- Research Foundation account 469811-00001 equals 9946981100001

- TEES account 123456 equals 28123456000000.

Student Organizations- First 2 digits equal '68' if TAMU or '88' if TAMUG, next 6 digits equal the SOFC 6 digit account number (9419XX-95XXXX with department code SACT ORG if TAMU and 947XXX-948XXX with department code SORG if TAMUG), and the last 5 digits equal the support account or '00000.' Although SOFC accounts are set up as TAMU (02) or TAMUG (10) accounts in FAMIS, they are considered external customers.

Renovation Accounts- First 2 digits equal '68' if TAMU or '88' if TAMUG, next 6 digits equal the 6 digit account number (806XXX), and the last 5 digits equal the support account or '00000.' Although Renovation Accounts are TAMU (02) or TAMUG (10) accounts, they must be billed via AR because they are state funded accounts. Renovation accounts that are not (806XXX) should be processed via IDT.

Advanced Research Accounts- First 2 digits equal '02' if TAMU or '10' if TAMUG, next 6 digits equal the 6 digit account number (02-160XXX or 10-169XXX), and the last 5 digits equal the support account or '00000.' Although Advanced Research Accounts are TAMU (02) or TAMUG (10) accounts, they must be billed via AR because they are state funded accounts.

All Others- First 2 digits equal '55' if TAMUS, '68' if TAMUor HSC, or '88' if TAMUG and the remaining 11 digits are assigned by Sales & Receivables. The Customer Information Form must be completed and signed by the customer prior to providing goods/services and extending credit. Once the department verifies the identification of the customer and that the form has been completed in full, the form must be faxed to (979) 458-4188 for TAMU and HSC or (409)740-4460 for TAMUG. Sales & Receivables will verify the information with the customer and the IRS, and assign the customer number. Once you have been provided with a customer number, please shred your copy of the form. Sales & Receivables will retain the faxed copy. If the customer refuses to complete the Customer Information Form, payment must be received at the time of service.

- Includes individuals, students, companies, other government agencies, other state agencies outside of TAMUS, foreign entities, non-profit organizations, etc.

Confirm Existing Customer number is valid. Although a customer number may pull to the screen, it may not be valid. Check the System Information panel to confirm that there are no flags on the customer. Any flag of 'Y' in this section will result in an error message in iPayments. Customers can be viewed in FAMIS on screen 603 or in Canopy under FRS Accounts Receivable.

If the customer number exists and there are no flags, continue to the iPayment logon section on page 7.
If the customer number does not exist, see next step below.

Request Customer Number Set up. If the customer number does not exist, a request will need to be submitted to FMO. There are two types of customers- Internal and External.

INTERNAL customers are TAMU System members. Use the **TAMU System Customer Form** to request a new customer. Customers allowed to be submitted on this form include all system members including 99-Research Foundation and 68/88 Student Organizations.

Customer Account Information

System Part:	68 - TAMU external customers including SOFC accounts ⌄	Select the campus code of customer from drop box. Enter campus code-6 digit account- 5digit support account. Enter customer name.
Account Number:	02-956340-00000	
Customer Name:	SOFC Fish Camp	

Billing Address

Mail Stop:	1236 TAMU	Enter the Billing Address of the customer. Use Mail Stop for campus customers only.
Street:		
City:	College Station	
State:	TX	
Zip Code:	77843-1236	

Alternate Address (Optional)

Mail Stop:		Optional Alternate Address usually left blank.
Street:		
City:		
State:		
Zip Code:		

Customer Contact Information

Name:	Jill Aggie	Provide customer contact information. This is usually the person responsible for paying the invoice. Information provided here will be used in collection efforts.
Phone:	979-999-9999	
Email:	Jill.Aggie@tamu.edu	

Billing Department Information (All fields required)

Submitted By:	Joe Smith	Enter your contact information. This will be used to notify you when the customer is established. Enter the Billing Part. This is the agency that will be billing this customer.
Phone:	979-777-7777	
Email:	Joe.Smith@tamu.edu	
Billing Part:	02 - Texas A&M University ⌄	
Billing Department:	FISC	
Mail Stop:	6000 TAMU	

Submit

Once the form is complete, click submit. This will forward the form electronically to FMO.

EXTERNAL customers are not members of the TAMU System. Use the **Customer Information Form** to request a new customer. External customers are set up with the prefix 55 for TAMUS, 68 for TAMU and HSC, and 88 for TAMUG. The customer information form is required to establish a customer account that allows us to extend credit for goods and/or services to External customers. If a customer account is not established, payment must be made at the time of the sale of the goods and/or services. This form must be completed and signed by the customer. This form is used to keep us in compliance with the Federal Trade Commission's Red Flag Rule. Instructions on how to complete this form can be found at **Customer Information Form Instructions.** Please note that this form is not valid unless the customer's FEIN or SSN is provided.

An email will be sent to the requester with the customer number once it is established. The customer will also be contacted to confirm the validity of the customer account request. FAMIS screen 603 and Canopy will show if a customer information form has been received for any particular customer. In the City field of the Alternate Address, users will see CIF: mmddyy. In the example below, the Customer Information Form was received on 4/14/16.

iPayment Logon Screen

iPayments is accessible via SSO.
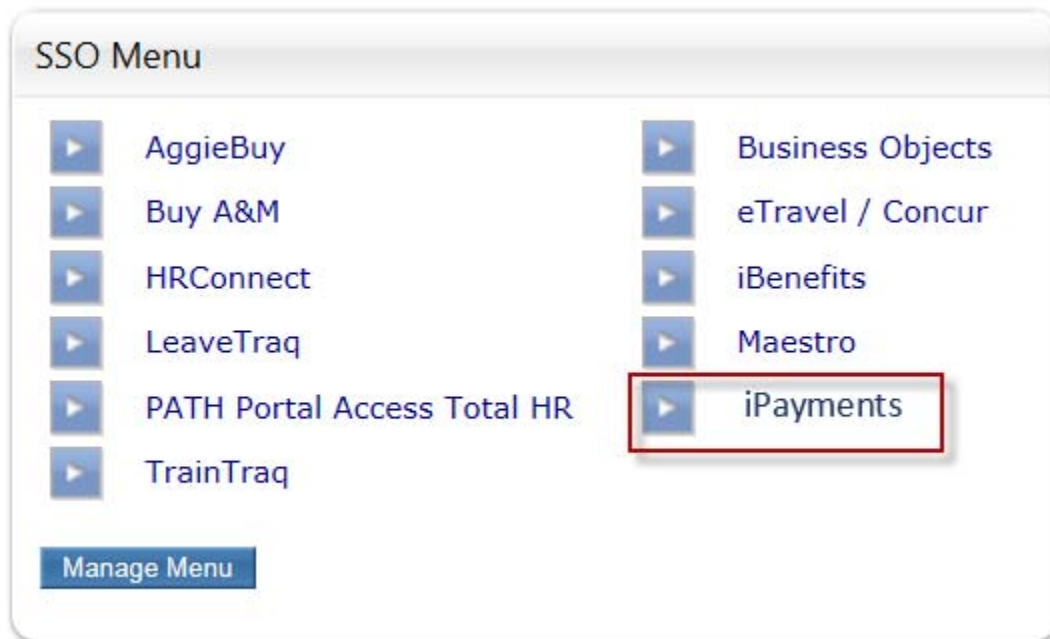
Selecting the iPayments button will redirect the user to another page displaying the options of Cashiering or Admin Center. Access to either of these locations within the iPayments program is dependent upon the user security access type.
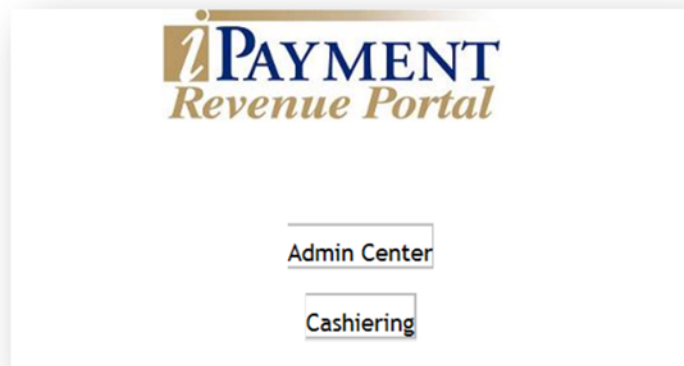
The Cashiering Module is where users will go to process transactions for deposits, Interdepartmental Transfers (IDTs), and/or AR invoices.

The Admin Center Module is where users will go to run reports and view details for transactions.

iPayments is accessible using the following web browsers: Internet Explorer, Mozilla Firefox, Chrome, and Safari.

Workgroup/Department Logon Screen

A user may be granted access to more than one workgroup (department) and/or more than one system member. If so, the user is required to specify which department is needed. If the user is only granted access to one department, this step is skipped.

The workgroup/member list will contain only those departments assigned to the user. Click the link to the department to continue.

Create a CORE File or Manage Existing Files

Upon selecting the workgroup/department in which to create and AR, the user will be presented with an option to create a CORE file or to manage existing files.

Create a CORE File

The default file TYPE is **Individual**, but it can be changed to **Shared** by clicking the drop box. Users must have the appropriate security permissions to access either of these options. An **Individual** file type is one that is assigned to a particular user (usually the user that creates the file). A **Shared** file type is one that is assigned for shared work, usually across a workgroup/department.

The default OWNER is the user that is creating the file, but users with Supervisor Access are able to assign the file to any other user with access to that workgroup/department. Enter a DESCRIPTION in the required field. This should be an alphanumeric value. The EFFECTIVE DATE will default to today's date. Click CREATE to continue. Please NOTE: Files can no longer include deposits, ARs, and IDTs. They have to be kept separate.

Manage Existing Files

When a CORE File is created, but closed prior to being balanced, the file will be displayed on the File Management tab.

This tab will only display the files created today. To view files that were opened previously, click **File Filter >.**

The **File Filter >** option will allow the user to select specific criteria to find active files from previous dates. In the example below the **File From Date** was modified to **02/01/2017** which pulled 4 additional files for review.
To continue, select the file and click **OPEN**.

NOTE: If the incorrect workgroup/department is selected in error, the user can easily change workgroups by clicking on the CHANGE WORKGROUP option at the top right hand corner of the screen.

Process Transactions

The transaction screen is made up of tabs listing the accounts set up for use for each particular workgroup/department, tabs for tenders, and tabs for the active receipt. This screen also has additional options as well as a search feature running across the top.

Select the account in which the AR is to credit by clicking on the account.

There are several optional fields listed at the top of the screen. Each of these options is a searchable field in the iPayment System. The customer name and address fields are usually left blank when creating an invoice. Both comments fields pull to the invoice that will be generated. Type in the address and add comments meaningful to the customer and the department. Do not add the File Upload at this time. Please note the REF NBR field does not allow the use of spaces.

Below are the Allocations available for this account. The description is editable. Please note that the description entered in this field is the description that will display in FAMIS and on the invoice. Enter the AMOUNT and or QUANTITY, and review sales tax in the TAXED column. Please note that sales tax can now be removed at the line item level. When a taxable line item is selected be sure to back out the sales tax from the amount entered so the sales tax calculation performed by the system is for the correct amount. When an amount is entered, the SELECTED section will automatically flag a check mark. Once the information is entered, the user can opt to click VALIDATE ALLOCATIONS. This will check each account selected for available budget, object code matching, account flags, and support account flags.

Use the FILE UPLOAD to attach backup documentation for the AR. Users can attach documents with the following file extensions: .pdf, .xls, .docx, .jpeg, .png, and .txt. Please do not attach documents containing confidential information. An example of what users may upload would be a sales tax exemption or resale certificate when a taxable item is flagged as non-taxable.

Click CONTINUE. The information entered now pulls to the Active Receipt on the right side of the screen.

Review the information. To view the details, click the ❯ . If anything is incorrect, click the trash can to void the entry and start over or, Void the entire receipt by clicking Void Event at the bottom of the receipt.

Click on the icon to display the attached backup.

If this is the incorrect backup, the transaction will have to be voided and re-entered with the correct backup added. If everything is correct, it is now time to 'tender' the Event. Select AR Charge at the top of the menu.

AR Charge Transactions

Users are redirected to another page with three options.

Do not change the CAMPUS CODE. This field is already defaulted to the correct campus code and should not be altered.

Enter the 13 digit customer number or enter the customer name.

The customer # must be the exact number found in FAMIS, but the customer name can be a partial name.

For example, enter 'test' in the customer name and click Continue. This will display a screen listing all customers with test in the name in which one customer can be selected.

Campus Code	Customer #	Customer Name	Line1 Address	Line2 Address	City	State	Zip	Country	
02	9946568100001	Test							SELECT
02	6802687200000	Test							SELECT
02	6802525700000	Test							SELECT
02	6803698900000	Test							SELECT

After entering the 13 digit customer number, iPayments will display the customer information and generate an Invoice Number. Users can add additional comments here that will display on the invoice. Click Continue.

CORE Business Technologies

TEXAS A&M UNIVERSITY.

Texas A&M University

Receipt

Your Reference Number:
2017112001-1
04/22/2017 6:20:38 PM

TRANSACTIONS

02ANSC-201980 Judging Camps   B $118.48
2017112001-1-1

CUSTOMER NAME:	Joe Aggie
ADDRESS1:	1876 George Bush Drive
ADDRESS2:	Apt 41
CITY:	College Station
STATE:	TX
ZIP:	77843
COMMENTS:	iPayment Training
COMMENTS1:	Fun with ARs
REF NBR:	GigEm123

GL NBR.   DESCRIPTION   AMOUNT
02|201980|00000|0520|Y|062   Registration $100.00
02|201980|00000|0558|Y|062   Clothing $18.48
USERNAME: Stacie Sodolak

AR Charge   ($120.00)
2017112001-1-2

INVOICE NUMBER:	Q130808
CUSTOMER #:	6800100100100
CUSTOMER NAME:	FMO AR CORE TEST
CHARGE AMOUNT:	($120.00)

TOTAL AMOUNT: ($1.52)

TAXES

02Sales Tax   B $1.52

DESCRIPTION   AMOUNT
Brazos County Sales Tax $1.52
TAX AMOUNT: $1.52
TOTAL: $0.00

PAYMENT

Page 1

To View/Print your invoice click Invoice Image below

INVOICE

At that point a status bar will display on the screen.

Processing - please wait

You will then be prompted to print the receipt.

The receipt listed on the right side of the screen will no longer have 'Active Receipt' at the top.

It will have CORE Business Technologies, the agency brand, the agency name, and 'Receipt'.

It will also include the Invoice Number, customer number, customer name and charge amount. The sales tax is listed separately, but also included in the total charge amount.

At this point an email notification is sent to the selling account. FAMIS Screen 860 has a field labeled iPay IDT Email/ID that is used to direct these emails.

Click on the INVOICE icon to view the invoice.

Below is a sample invoice. The invoice is generated in pdf format.

Users can hover over the invoice to have an action bar appear.

Clicking the Adobe icon, will display a tool bar across the top of the screen which allows the user to select options to print, save, or email.

Users can select email to send invoices to customers. Simply click the envelope icon, select 'Send Copy', 'Microsoft Outlook' and Continue. This will open Outlook where users can add the customers email address, add a subject line, and include a statement and signature in the body of the email.

Invoices are stored in iPayments and are retreivable in this invoice format.

Depositing and Balancing Files- USER ACCESS

Once all of the invoices have been created, the file must be balanced. Persons with USER access can enter ARs but cannot balance the files. At this point, persons with USER access have completed all of the steps in which they have access. Click Close and then Log Out.

Depositing and Balancing Files- SUPERVISOR ACCESS

Once all of the invoices have been created, the file must be balanced.

The Depositing and Balancing screen will default to the users UIN and display the Tender Summary by Bank. Note that there are no tenders listed and no deposit amount.

Notice that the summary of ARs no longer displays. To view the details of this AR, Click EXIT.

This will take the user back to the home page listing the menus and accounts. Click EVENT TOOLS which is the first option listed in the top right corner of the page.

This will route the user to the SEARCH screen. The File ID will default to the file in which the user is currently logged.

Click SEARCH.

This will take the user to a new screen that will list each receipt in the file and allow the user to click on each one to view the details.

Users can view the backup documentation and/or invoice by clicking on the approprate icon. The account and object code and customer details are included on this page. If the information is incorrect, users can void this invoice at this point by clicking VOID. Users can also reprint the invoice from this location. To go back to Depositing and Balancing screen, click EXIT.

This will take users back to the home page. If there is only one invoice in this file, the user can select Autobalance. If there is more than one event, Click BALANCE.

This will take users back to the Depositing and Balancing Screen. **Change the UIN to All**. Clicke BALANCE and CLOSE.

Users should then be presented with a Management Report and a message that the File Update is Complete.

Click OK. Users will get a message that the File is balanced. Click OK and then EXIT. Users will then be re-routed to the File Management/Create File Screen. Click Log Out to Exit the program. Users should now review the ARs in FAMIS.

NEED HELP Processing ARs?
FMO Sales & Receivables
ipay@tamu.edu

Reviewing the AR in FAMIS

The invoice in this example is invoice number Q130808. This can be viewed in FAMIS on several screens. For this example, review the invoice on FAMIS screen 635.

```
F2408 Select Line Item to proceed to Screen 636
 635 Invoice Display                                    04/22/17 19:40
                                                        FY 2017 CC AM

   Screen: █__     Invoice: Q130808
   Customer: 6800100100100        Name: FMO AR CORE TEST

        Due Date: 05/22/2017    Cust PO:             Work Order:
   Bill Per. Beg:               Cust Proj:            SPR Proj:
   Bill Per. End:               Cust Acct:
  Number of Lines: 3           Invoice Type: DP     Number of Past Dues:  0
                               Billing Dept: ANSC        Fiscal Year: 2017
      Total Amount:       120.00      Total Retained:          0.00
        Total Paid:         0.00    Total Disallowed:          0.00
        Total Due:        120.00          Net Due:           120.00
 * ------------------------- Line Item Information ----------------------- *
 Sel Ln     Account        Description     Sale Date    Amount        Paid
  _  1    201980 00000 0520 REGISTRATION   04/22/17     100.00        0.00
  _  2    201980 00000 0558 CLOTHING       04/22/17      18.48        0.00
  _  3    034998 00000 2110 BRAZOS COUNTY S 04/22/17      1.52        0.00


                                          ** End of line items **
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
          Hmenu Help  EHelp        Notes Desc
```

FAMIS screen 636 which is the line item display will show the file number which also pulls to the ref#4 on screen 47. The file number (in this case 2017112001) is converted to 7112001. The last digit of the year is the first number and the following 6 numbers are the remaining digits. The file number is generated by Julien calendar date. The day this file was created was the 112th day of the year and it was the 1st file opented this day.

```
 636 Invoice Line Item Display                          04/22/17 19:48
                                                        FY 2017 CC AM

   Screen: ___     Invoice: Q130808    Line Item: 01
   Customer: 6800100100100       Name: FMO AR CORE TEST

   Account: 201980 00000 0520                    Amount:         100.00
      Desc: REGISTRATION                     Amount Fed:         100.00
            7112001                          Amount Paid:          0.00
 Cost Ref1:        2:         3:          Amount Paid Fed:         0.00
   Line Net Due:      100.00              Amount Retained:         0.00
 Line Total Due:      100.00             Amount Disallowed:        0.00
                 * ------- Audit History ------- *
 Bat Date Bat Ref     Amount  C/P D/C   Ref  Feed Bank  Description
 04/22/17 OSC001       100.00  C    D   7112001  Y 06000 REGISTRATION
```