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Objectives

- Overview of the AR Process
- Create an AR Customer and Customer Invoice (non-CG)
- Copy an AR Customer Invoice
- Process a Full Payment for an Invoice
- Process a Full Payment for Multiple Invoices (One CTRL multiple APPs)
- Print a Customer Invoice
- Run a Customer Aging Report
- Reports – eThority and Page Center

Resources

The FMO website has a Financial Systems page at http://www.fmo.hawaii.edu/financial_systems/index.html that focuses on specific material related to the systems with the following dedicated tabs Overview, FAQs, Contact Us, Policies and Guidelines, Forms and Training.

Click on http://www.fmo.hawaii.edu/financial_systems/index.html for access to our webpage and then click on the pertinent tab for assistance with your topic of interest. The screenshot below shows the layout of the website. A description of the tabs is provided beneath the screenshot.
Overview: This tab provides you with a brief overview and live links to KFS or eThority. Just click on the respective logo to begin the log in process.

FAQs: This tab provides frequently asked questions by topic.

Contact Us: In the event you need to contact a member of the Kuali Financial Project team you can view their name, area of responsibility, phone number, and a live link to their email address. The Contact Us tab also provides the live link to submit a trouble ticket: Submit a Trouble Ticket.

Policies and Guidelines: You can review the Process Documents for each business process to get a finer level of details related to each topic.

Forms: This tab provides you with links to forms related to KFS access used by UH employees.

Training: The KFS Training Team has developed training manuals and On-Line tutorials for KFS. There are training manuals for each of the sessions as well as On-Line tutorials for each topic within the session(s). If you want to attend in-person training refer to the Training Calendar found on the “Training Calendars & Other Schedules” tab on the FMO Website homepage. Additionally, notification of upcoming training is sent to the KFS-USERS listserv. Register for training by clicking on the registration links provided. There are also Tips of the Week for commonly asked questions.

Each of the Service Areas within the FMO website has similar tabs related to the specific areas. For example, for forms related to payments and reimbursements, go to the Forms tab of the Payment/Reimbursement page.
Overview of the AR Process

The Accounts Receivable (AR) module in KFS is used for billing and managing Contract & Grants (CG) extramural receivables, billing and managing receivables for goods and services provided by the University to external parties, receivables from dishonored checks, and receivables arising from salary overpayments.

This training for KFS-AR, will cover non-CG invoices for billing external customers for goods and services provided by University departments and processing payments received. Typically categorized as non-student receivables, goods and services, dishonored check and salary overpayment receivables for UH in KFS-AR, exclude inter-departmental and inter-campus billings. Training sessions will be conducted separately for UH dishonored check receivables and UH salary overpayment receivables. KFS-AR customers and invoices for CG extramural receivables are handled exclusively by the Office of Research Services (ORS).

KFS-AR user roles, organizations and KFS GL account required by the module include:

- **Biller** – the member of an AR billing organization with access to create invoices and customers
- **Processor** – the member of an AR processing organization with access to initiate Cash Control and Payment Application eDocs for customer payments received
- **AR Cash Manager** – the user who receives workflow action requests for Cash Control eDocs submitted by Processors
- **Billing Chart & Organization** – the organization in KFS-AR established to allow the member to perform the billing function. A billing organization reports to one processing organization
- **Processing Chart & Organization** – the centralized unit responsible for processing payments for invoices generated by billing organizations in KFS-AR
- **AR Clearing Account** – the general ledger account associated with a Processing Chart & Organization that is used for Cash Control and Payment Application eDocs ledger entries. Under the Fiscal Administrator’s authority, the UH AR Clearing account (GL#90958nn), is defined with Sub-Fund Group code AARCLR and UH Fund-Appropriation A995
Customer records in KFS-AR are divided into 2 groups – Contract & Grants (CG) and non-CG. The module also uses invoice document types CGIN and INV. ‘CG’ customer records and CGIN invoice eDocs are used only by ORS and should not be used for ‘non-CG’ AR invoicing for goods and services, dishonored checks or salary overpayments.

When completed, the INV invoice eDoc, populated with a non-CG customer record and detail line information, generates a University invoice with the UH seal and attached remittance (pdf format). Payments for any invoice must be recorded in KFS with the Cash Control (CTRL) eDoc and the Payment Application (APP) eDoc.
Create an AR Customer Process

The Customer eDoc establishes a KFS-AR customer record which is used on UH KFS Accounts Receivable (AR) invoices for billing external parties for amounts owed to the University. The customer record can be for a person, non-UH business, organization or government unit. There are 2 customer record groups in KFS-AR: ‘CG Use Only’ and ‘non-CG’. ‘CG Use Only’ customer records are used exclusively by the Office of Research Services (ORS) for extramural AR invoices (Document Type=CGIN) and should not be used on ‘non-CG’ AR Invoices. Non-CG KFS-AR invoices, (Document Type=INV), include goods and services, dishonored check and salary overpayments.

Navigation: Maintenance tab>Accounts Receivable>Customer

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Click the “Maintenance” tab from the Main Menu.</td>
</tr>
<tr>
<td>2.</td>
<td>Click the “Customer” link under Accounts Receivable to open the Customer Lookup window to determine if the AR customer you wish to bill already exists in KFS-AR.</td>
</tr>
</tbody>
</table>
3. The Customer search may be based on one or several criteria. In this example, you will search for a Customer using the **Customer Name** field.

   Click in the “**Customer Name**” field.

4. For this example, enter “**AB**” into the **Customer Name** field to search for AB Corporation.

   **Note**: Be sure to search for an existing Customer by selecting from the attributes available and making use of the wildcard (“*” or “%”) to verify that the Customer does not already exist before creating a new Customer in the **KFS** system.

5. Click the “**search**” button.
6. After performing a thorough Customer search and determining the Customer does not exist in KFS, you may then create a new Customer.

**Note**: Do not select customers with the Customer Types identified as ‘CG Use Only’ as they are only used by ORS for KFS-AR CG Invoices. If you need to use a customer that is the same as a CG Use Only one, you will need to create a new one with a different customer type.

7. For this scenario we will be setting up AB Corporation, a for profit company located in Honolulu, Hawaii. AB Corporation has rented a room at Honolulu Community College and we will need to invoice this new customer for the facility rental and other associated charges.

Click the ‘create new’ button to create a new Customer.
# Step # | Procedure
---|---
8. | The Customer eDoc initiated contains a document header section (top right of display), and nine tabs.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>The <strong>Document Overview</strong> tab is on all KFS transactional documents and contains general information about the document.  &lt;br&gt; The <strong>Description</strong> field should contain your 3-digit FO code followed by a short description.  &lt;br&gt; Click in the “<strong>Description</strong>” field on the <strong>Document Overview</strong> tab.</td>
</tr>
<tr>
<td>10.</td>
<td>Enter “055 – Create AB Corporation” in the <strong>Description</strong> field.  &lt;br&gt; <strong>Note</strong>: It is UH’s business process to begin the <strong>Description</strong> with a 3-digit FO Code followed by a short description for the document. The <strong>Description</strong> field has a limit of 40 characters. The short description entered here appears in the Action List, and Document Search.</td>
</tr>
<tr>
<td>11.</td>
<td>The <strong>Explanation</strong> and <strong>Organization Document Number</strong> fields are optional for this training invoice eDoc. Completing the <strong>Explanation</strong> field is highly recommended to elaborate on the <strong>Description</strong> or if you want to be more specific on what is being done in the document.  &lt;br&gt; Enter “<strong>Create AB Corporation for Facilities Rentals</strong>” in the <strong>Explanation</strong> field.</td>
</tr>
<tr>
<td>12.</td>
<td>Click the “<strong>hide</strong>” button on the <strong>Document Overview</strong> tab.</td>
</tr>
<tr>
<td>Step #</td>
<td>Procedure</td>
</tr>
<tr>
<td>--------</td>
<td>-----------</td>
</tr>
<tr>
<td>13.</td>
<td>On the <strong>General Information</strong> tab there are two required fields.</td>
</tr>
</tbody>
</table>
| 14.    | The **Customer Name** field has special requirements.  
|        | □ Format for Individuals: "LAST, FIRST M"  
|        | □ Format for UR – RCUH Customer Type: ‘RCUH- Type Customer Name’  
|        | □ Format for UF – UHF Customer Type: ‘UHF- Type Customer Name’  
|        | **Note**: RCUH and UHF Customer Types should only be used for RCUH or Foundation activity respectively.  
|        | Although the system will allow it, limit name lengths to 45 characters and do not use the following:  
|        |   • Special characters: '!', '%', '^', '*'  
|        |   • Hawaiian language special character examples: 'ā' and 'ō'  |
| 15.    | For this example, enter "**AB CORPORATION**" into the **Customer Name** field. |
| 16.    | Select the correct **Customer Type** from the drop-down menu on the **Customer Type** field.  
|        | **Note**: The ‘CG Use Only’ types are used only by ORS.  
|        | For this example, select “**BC - Business Concerns (For Profit)**” from the **Customer Type** drop-down menu. |
| 17.    | Verify the **Active Indicator** box is checked. |
| 18.    | Click the "**hide**" on the **General Information** tab. |
### Step #19. **Procedure**

The **Corporate Information** tab contains three optional fields: **Tax Number**, **Tax Number Type**, and **Tax Exempt Indicator**. The Credit fields will not be used at this time.

**Note:** If a **Tax Number** is entered then the **Tax Number Type** field is required. The **Tax Number** field will be masked after submission. If the customer also has a UH ID Number, see the UH Extended Attributes tab below (Step #31).

For this example, we will not be entering tax information. Click the "hide" button on the **Corporate Information** tab.

### Step #20. **Procedure**

The **Contact Information** tab is optional. The **Birth Date** field is not being used due to sensitive information. Click the "hide" button on the **Contact Information** tab.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.</td>
<td><strong>On the Addresses tab the Address Name will pull from the Customer Name when initially inputted. If the Customer eDoc is Saved and you edit the Customer Name, you will need to update the Address Name manually.</strong>&lt;br&gt;&lt;br&gt;Note: There must be a <strong>Primary</strong> address which will be the default address.</td>
</tr>
<tr>
<td>22.</td>
<td><strong>Address Type Options:</strong>&lt;br&gt;1. <strong>Primary</strong> - One address per Customer that will default as the Bill To Address in the Customer Invoice.&lt;br&gt;2. <strong>Alternate</strong> - Multiple addresses per Customer that can be used as both Bill To and Sold To Addresses.&lt;br&gt;3. <strong>Temporary</strong> - Multiple addresses per Customer that have an address end date&lt;br&gt;&lt;br&gt;The Address Type field defaults to “Primary”. Do not change this value when entering the first address.</td>
</tr>
<tr>
<td>23.</td>
<td>Enter “1234 Oahu Ave” into the Address 1 field.</td>
</tr>
<tr>
<td>24.</td>
<td>Enter “Honolulu” into the City field.</td>
</tr>
<tr>
<td>25.</td>
<td>If the Address is in the US, the State field is required.&lt;br&gt;Select “HAWAII” from the State drop down menu.</td>
</tr>
<tr>
<td>26.</td>
<td>If the Address is in the US, the Postal Code is required.&lt;br&gt;Enter “96822” into the Postal Code field.</td>
</tr>
</tbody>
</table>
A 5-digit zip code is required but you may enter in a 9-digit postal code (format = xxxxx-xxxx).

27. Enter in the **International Province** and the **International Postal Code** if it is an International address.

   **Note**: No spaces are allowed.

28. Select “**United States**” from the **Country** drop-down menu.

29. Enter in the **Address End Date** if the address is temporary. The format must be **mm/dd/yyyy** or select the date from the calendar.

30. Click the “**add**” button.

---

### Step # | Procedure
--- | ---
31. On the **UH Extended Attributes** tab the **Legacy Code** field is for information purposes only and was used for Central Office FMIS-ARS to KFS-AR Customer conversion.

   The **UH Number** is an optional field and if used, the format must be must be 8 numeric digits.

32. Click the “**hide**” button on the **UH Extended Attributes** tab.

33. On the **Notes and Attachments** tab, it is suggested to attach documentation related to the Customer order to the eDoc, i.e. the Rental Agreement.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>34.</td>
<td>Click the “submit” button.</td>
</tr>
</tbody>
</table>

If a customer with the same name exists, the system will return a warning error. You can click on “yes” to proceed and create the duplicate customer or “no” to return to the Customer eDoc and make any corrections.

The document will be routed to GALC for approval. You will receive an FYI once the document has been approved.

**Note:** If there are errors on the document it will not submit successfully. You will receive a message in red text of the issues with the document. You will need to make the changes and then resubmit the document at the bottom of the page until you receive the success message.

End of Procedure
Create an AR Customer Invoice (Non CG)

Process

The KFS-AR Customer Invoice eDoc, Document Type=INV, allows you to prepare, save and print an invoice to a customer from your organization.

There are 2 kinds of invoices in KFS-AR: Contract & Grants (CG) and non-CG. CG invoices, Document Type=CGIN, are used exclusively by the Office of Research Services (ORS) for extramural AR billing. Non-CG KFS-AR invoices, Document Type=INV, are for goods and services (S), dishonored check (DM), and salary overpayment (SA) billing. The Dishonored Check and Salary Overpayment billings are covered in separate training guides.

Examples of Good and Services invoices include UH facility rentals and associated parking permits, registration fee to vendors participating in Career Fairs at UH, or sales to high schools for CTAHR Seed Sale purchases, to name a few.

Navigation: Main Menu>Transactions>Accounts Receivable>Customer Invoice

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>35.</td>
<td>Click the “Customer Invoice” link in the Transactions section from the Main Menu. For this example we will be creating an invoice for a room rental at Honolulu CC, which is an S-type invoice for goods and services.</td>
</tr>
</tbody>
</table>
Step # | Procedure
--- | ---
36. | The AR Customer Invoice, Document Type=INV eDoc, contains a document header section (top right of display), and ten tabs.

37. | As a Biller, before you begin creating a **Customer Invoice** there are a few business rules you need to know.

- The 'Billing Organization' must be associated with the 'Processing Organization' in the Organization Options Maintenance table
- The customer must be active and have at least one active address
- The invoice due date must be within 31 days of the billing date
- The Accounting Line object code should be a valid revenue (0xxx) object code for use in the AR module
- The item quantity and item unit price on the Accounting Lines must be greater than zero. (positive)
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>38.</td>
<td>Click in the “Description” field on the Document Overview tab.</td>
</tr>
</tbody>
</table>
| 39.    | Enter “055–S Inv AB Corp Rm Rental Oct 2014” in the Description field.  
**Note:** Please refer to Step #10 page 13 for UH business process regarding the Document Description. |
| 40.    | The Explanation field is recommended for Goods and Services Invoices (S).  
For this example, click in the Explanation field on the Document Overview tab and enter “AB Corp Facilities Rental Bldg 50, Hon CC”. |
| 41.    | The Organization Document Number field is optional for Goods and Services (S) Invoices. It may be used for internal department tracking purposes. |
| 42.    | The Total Amount will automatically calculate based on the amount entered in the Accounting Lines tab. |
| 43.    | Click the “hide” button on the Document Overview tab. |
### Step # | Procedure
---|---
44. | On the **Organization** tab the **Processing Chart Code** and **Processing Organization Code** will be pulled from the associated ‘**Billing Organization**’ identified in the Organization Options Maintenance table.
45. | The **Billing Chart Code** is your associated chart code on your KFS Person record profile and should not be changed. As back-up, occasionally Processors perform the Billing function. The **Billing Organization Code** can be changed by editing as applicable. If you have multiple Billing Organizations, you should use the magnifying glass to perform a search and select the appropriate **Billing Organization Code** from the search results to populate the defaults into the Invoice.

**Note:** The **Organization Invoice Number** is not being used.

Click the “**hide**” button on the **Organization** tab.

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### Step # | Procedure
---|---
46. | The **Recurrence Details** tab allows you to setup a recurring Invoice. However, this is uncommon and may not apply to your department. Refer to Process Documents: [http://www.fmo.hawaii.edu/financial_systems/docs/Process_Document-Customer_Invoice.pdf](http://www.fmo.hawaii.edu/financial_systems/docs/Process_Document-Customer_Invoice.pdf)
47. | In this example, you will not be setting up a recurring invoice. Click the “**hide**” button on the **Recurrence Details** tab.
Step # | Procedure
--- | ---
48. | On the General tab enter in the Customer Number or select the magnifying glass to conduct a search for the customer number you wish to use.

For this example, enter “#####” into the Customer Number field, where ##### represents the Customer Number of the Customer you set up in Steps 1-33.

49. | The Customer Name will be pulled in when the Customer Number is populated.

50. | In the Detail Information Section, the Billing Date is set to the current date. The Due Date defaults to 30 days after the initiation of the invoice.

To change the Due Date, enter in the date (format = mm/dd/yyyy) or select from the calendar. The Due Date must be within 31 days of the Billing Date.

51. | The Terms field is optional for S invoice types.

For this example, enter “Net 30” into the Terms field.

Note: This is the Payment Terms Text that is setup in the Organization Options for your Billing Organization.

52. | In the Statement Information Section, the Header Text field information will display in the top area of the pdf Customer Invoice.

Enter “October 1-31, 2014 Room Rental Fee Hon CC” into the Header Text field.
Step # | Procedure
--- | ---
53. | The **Print Invoice Indicator** will default to one of the following options below as were setup in the Print Options of the Organization Options maintenance tables.

To change, select the desired option related to printing the invoice from the drop-down menu.

1. **Send to USER Queue** - Allows an AR user the ability to print an invoice directly within the Customer Invoice eDoc

2. **Send to BILL Queue** - Allows an AR user the ability to print multiple invoices for their Billing Organization (See Process Documentation - Maintaining Customer Invoices in the General section)

3. **Send to PROC Queue** - Allows an AR user the ability to print multiple invoices for their Processing Organization (See Process Documentation - Viewing AR Reports in the Customer Invoice section)

4. **Do Not Print**

For this example, select “**Send to USER Queue**” from the **Print Invoice Indicator** drop-down menu.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| 54.    | In the **Invoice Type and Reason Code** Section of the **General** tab, select an **Invoice type** from the drop-down menu.  
Select “**S-Goods and Services**” from the **Invoice Type** drop-down menu for this example. |
| 55.    | Select a **Reason Code** from the drop-down menu.  
A valid **Reason Code** that is associated with the **Invoice Type** must be selected i.e.,  
For ‘**S Goods and Services’ Invoice Type, Reason Code ‘NO-S - Not Applicable’’  
should be selected.  
Select “**NO-S-Not Applicable**” from the **Reason Code** drop-down menu. |
| 56.    | Click the “**hide**” button on the **General** tab. |
### Step # Procedure

**57.** On the **Billing/Shipping** tab the **Bill to Address Identifier** will pull the Primary address from the **Customer** when the **Customer Number** is populated.

To change the address, enter in the **Bill To Address Identifier** or select the magnifying glass to search.

**58.** As an option you may enter in the **Ship To Address Identifier** or select the magnifying glass to search.

**Note:** If the **Ship To Address** is the same as the **Bill To Address**, type the same **Bill To Address Identifier** in the **Ship To Address Identifier** and click the 'refresh' button.

Click the “hide” button on the **Billing/Shipping** tab.
### Step # | Procedure
--- | ---
**59.** | In the Accounting Lines tab you will enter the account(s) that will record the revenue for the associated invoice item(s). On the **Accounting Lines** tab click on the Chart dropdown arrow and select “HO” for this example.
   
   For **S** invoice, use the appropriate revenue (0xxx) object code in the Accounting Line(s).

**60.** | Click in the **Account Number** field and enter “2245532” for this example.
   
   You can also select the “magnifying glass” next to the **Account Number** field to search for the **Account Number**.

**61.** | Click in the **Object** field and enter “0702” for this example.
### Step # | Procedure
--- | ---
62. | Invoice Item Quantity will display as “1”. Do not change the **Invoice Item Quantity** field for this example. We will be charging the customer a monthly fee for the entire month.
63. | Click in the **Invoice Item Description** field and enter “**Room Rental For Oct 1-31, 2014**” into the field.
64. | The **Invoice Item Service Date** field is blank and optional. Enter in the date (format = mm/dd/yyyy) or select from the calendar. For this example, enter “**10/31/2014**”.
65. | The **Invoice Item Unit of Measure** code will display as **EA**. To change, enter in the **Unit of Measure** or select the magnifying glass to conduct a search for the unit of measure you wish to use. For this example do not change **EA**. We will be charging the customer a monthly rate fee for the entire month.
66. | Enter “**1000**” into the **Invoice Item Unit Price** field as the monthly fee.
   **Note:** Amounts must be positive, do not enter negative amounts.
67. | Click the “**add**” button on the **Actions** field.
68. | In this example we will add a second accounting line for a $60 parking permit for October 1-31, 2014.
### Step # | Procedure

<p>| 69. | On the <strong>Accounting Lines</strong> tab click on the <strong>Chart</strong> dropdown arrow and select “HO” for this example. |
| 70. | Click in the <strong>Account Number</strong> field and enter “2245532” for this example. |
| 71. | Click in the <strong>Object</strong> field and enter “0704” for this example. |
| 72. | Enter “1” into the <strong>Invoice Item Quantity</strong> field. |
| 73. | Click in the <strong>Invoice Item Description</strong> field and enter “Parking Permit Fee”. |
| 74. | Leave the <strong>Invoice Item Service Date</strong> field blank. |
| 75. | Enter “60” into the <strong>Invoice Item Unit Price</strong> field. |
| 76. | Click the “add” button on the <strong>Actions</strong> field. |
| 77. | Click the “hide” button on the <strong>Accounting Lines</strong> tab. |
| 78. | Click the “save” button at the bottom of the screen. |</p>
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>79.</td>
<td>Click the “show” button on the General Ledger Pending Entries tab.</td>
</tr>
<tr>
<td>80.</td>
<td>Review the Debit/Credit rows for the transactions made on the Accounting Lines tab.</td>
</tr>
<tr>
<td>81.</td>
<td>Click the “hide” button on the General Ledger Pending Entries tab.</td>
</tr>
</tbody>
</table>

**Note:** Some documents that could be attached here are the facilities form request or the customer PO. If you attach documents to the eDoc be sure to redact all sensitive information prior to scanning.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>82.</td>
<td>Click the “show” button on the Notes and Attachments tab.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Some documents that could be attached here are the facilities form request or the customer PO. If you attach documents to the eDoc be sure to redact all sensitive information prior to scanning.</td>
</tr>
<tr>
<td>83.</td>
<td>Click the “hide” button on the Notes and Attachments tab.</td>
</tr>
<tr>
<td>84.</td>
<td>There is functionality users can take advantage of such as setting up Organization Accounting Defaults and Invoice Item Codes that will default values for easier completion of the Accounting Lines tab and you can enter other attributes as needed. These are covered in advanced KFS AR training.</td>
</tr>
</tbody>
</table>
85. Click the “show” button on the Route Log tab. 
The following routing will occur depending on the Invoice Type selected:

S = FINAL

86. Make note of the Doc Nbr prior to submitting the document as you will need it for the next exercise.

87. Click the “submit” button.

Note: If there are errors on the document, it will not submit successfully. Please refer to Step #34 page 18 for additional information.

End of Procedure
Copy an AR Customer Invoice (Non-CG)

Process

The KFS-AR Customer Invoice, Document Type=INV eDoc, allows you to create or copy an invoice to a customer from your organization. Copying invoices may be useful to bill regular customers for common items or frequent services. In this example we will copy the invoice previously created for the customer we set up for the purpose of billing for the facility rental for two days in the following month.

Navigation: Main Menu>Custom Document Searches >Accounts Receivable>Customer Invoices

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>88.</td>
<td>Click the “Customer Invoices” link from the Custom Document Searches area.</td>
</tr>
</tbody>
</table>
### Step # | Procedure
--- | ---
89. | The **Custom Search** option will auto populate the **Type** field with **INV** for Invoice.  
90. | There are multiple ways to search for a **Customer Invoice**. In this example, you will conduct a search using the **Customer Number** that was created when you submitted the **Customer** eDoc.  

Enter “####” into the **Customer Number** field, replacing “####” with your customer number.  

For this example enter “3741” into the **Customer Number** field.  
91. | Click the “**search**” button.
92. Once the search results have been populated click the **Document/Notification Id** link for the document you wish to copy.

Click the “#####” link from the **Document/Notification Id** field where “#####” represents the **Doc Nbr** of the **Customer Invoice** you are copying.

93. Before you begin copying a **Customer Invoice** there are a few business rules you need to know, please refer to Step #37 page 20 for details.

94. Review the eDoc you have selected to copy.

95. Scroll to the bottom of the eDoc and click the “**copy**” button.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>96.</td>
<td>The new eDoc will display a new <strong>Doc Nbr</strong> and contain a new <strong>Copied from Document Id</strong> field in the <strong>Document Header</strong>. Everything from the original invoice is copied to the new invoice. Be sure to change any applicable fields for the new copied invoice.</td>
</tr>
<tr>
<td>97.</td>
<td>The <strong>Description</strong> field will display the description from the eDoc that you copied. You will need to update the description with your new information. Click in the “<strong>Description</strong>” field on the <strong>Document Overview</strong> tab.</td>
</tr>
<tr>
<td>98.</td>
<td>For this example, the description should read “<strong>055–S Inv AB Corp Rm Rental Nov 1-2 2014</strong>”.</td>
</tr>
<tr>
<td>99.</td>
<td>The <strong>Explanation</strong> field is recommended for Goods and Services Invoices (S). Enter “<strong>AB Corp Facilities Rental Bldg 50, Hon CC on November 1 &amp; 2</strong>” in the <strong>Explanation</strong> field.</td>
</tr>
<tr>
<td>100.</td>
<td>The <strong>Total Amount</strong> will automatically calculate based on the amount entered in the <strong>Accounting Lines</strong> tab.</td>
</tr>
<tr>
<td>101.</td>
<td>Click the “<strong>hide</strong>” button on the <strong>Document Overview</strong> tab.</td>
</tr>
</tbody>
</table>
Step # | Procedure
--- | ---
102. | On the **Organization** tab the **Processing Chart Code** and **Processing Organization Code** will be pulled from the associated ‘**Billing Organization**’ identified in the **Organization Options Maintenance** table.

103. | The **Billing Chart Code** is your associated **chart code** on your Person profile and should not be changed if you are a Biller. However, if you are a Processor change these values to the applicable **Billing Chart** and **Org Codes**.

To change the **Billing Organization Code**, edit as applicable or select the magnifying glass to search. Refer to Step #45 page 22 for additional details on **Billing Organizations**.

**Note**: The **Organization Invoice Number** is not being used.

Click the “**hide**” button on the **Organization** tab.

---

Step # | Procedure
--- | ---
104. | The **Recurrence Details** tab allows you to setup a recurring Invoice. Refer to Step #46 page 22 for additional information.

In this example, you will not be setting up a recurring invoice.

Click the “**hide**” button on the **Recurrence Details** tab.
### Step # | Procedure
--- | ---
105. | On the **General** tab the **Customer Number** and **Customer Name** fields will be displayed from the eDoc copied from so there is no need to make a change for this example. However, if you need to change the **Customer Number**, please refer to Step #48 page 23 for additional information.

106. | The **Billing Date** field displays the date from the eDoc copied from, so there is no need to make a change for this example. However, if you need to change the **Due Date**, please refer to Step #50 page 23 for additional information.

107. | The **Terms** field is optional for S invoice types and is not copied from the original eDoc. For this example, leave blank.

108. | The **Header Text** field will be displayed from the eDoc copied from. Change the **Header Text** to "November 1-2, 2014 Room Rental Fee Hon CC".

109. | The **Print invoice Indicator** field displays the selection from the eDoc copied from. Change the **Print invoice Indicator** to "Send to Bill Queue". Refer to Step #53 page 24 for additional details on the drop down selections.

110. | Click the "hide" button on the **General** tab.
Step # | Procedure
--- | ---
111. | On the Billing/Shipping tab the Bill To and Ship To Address Identifiers will copy from the original invoice. To change, refer to Steps # 57-58 page 26 for details.
112. | Click the “hide” button on the Billing/Shipping tab.

Step # | Procedure
--- | ---
113. | The Accounting Lines tab will display information from the eDoc that was copied. In our example, we will not need to change the Chart, Account Number or Object fields for the Customer’s rental of the facility for two days in November.
Step # | Procedure
--- | ---
114. | **Invoice Item Quantity** will display as “1”.
     
     In the original invoice that we copied, the customer was billed a flat rate for the entire month. For this invoice, we will bill the customer for two days rental using a daily rate.
     
     Change the **Invoice Item Quantity** field to “2”.

115. | Click in the **Invoice Item Description** field and change the description to “Room Rental For Nov 1-2, 2014.”

116. | Change the **Invoice Item Service Date** field to “11/02/2014”.

117. | The **Invoice Item Unit of Measure Code** will display as EA. For this example do not change EA. Refer to Step #65 page 28 for additional details.

118. | Enter “75” into the **Invoice Item Unit Price** field as the daily rental rate.

119. | On the **Accounting Lines** tab, we changed the **Invoice Item Quantity** and **Invoice Item Unit Price** fields which means we must click the **recalculate** button on the **Actions** field.

**Note**: If either field is changed the “**recalculate**” button must be clicked on.
For this example on Accounting Line 1 we changed the Invoice Item Quantity, Invoice Item Description, Invoice Item Service Date and Invoice Item Unit Price fields to reflect the new dates the facility was rented.

In Accounting Line 2, we will make similar changes to reflect the daily parking fee associated with the rental of the facility.

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>120.</td>
<td>For this example on Accounting Line 1 we changed the Invoice Item Quantity, Invoice Item Description, Invoice Item Service Date and Invoice Item Unit Price fields to reflect the new dates the facility was rented.</td>
</tr>
<tr>
<td>121.</td>
<td>Click in the Invoice Item Quantity field and change Invoice Item Quantity field to “2”.</td>
</tr>
<tr>
<td>122.</td>
<td>Click in the Invoice Item Description field and change the description to “Parking Permit Fee Nov 1-2, 2014”.</td>
</tr>
<tr>
<td>123.</td>
<td>Enter “11/02/2014” into the Invoice Item Service Date field or select the date using the calendar.</td>
</tr>
<tr>
<td>124.</td>
<td>The Invoice Item Unit of Measure Code will display as EA, do not change.</td>
</tr>
<tr>
<td>125.</td>
<td>For this example, enter “5” into the Invoice Item Unit Price field as the daily parking fee rate.</td>
</tr>
<tr>
<td>126.</td>
<td>Click the “recalculate” button on the Actions field.</td>
</tr>
</tbody>
</table>
### Step # | Procedure
--- | ---
127. | Review the **Totals**.
128. | Click the “**hide**” button on the **Accounting Lines** tab.
129. | Click the “**save**” button at the bottom of the page.

### Step # | Procedure
--- | ---
130. | Click the “**show**” button on the **General Ledger Pending Entries** tab to confirm they match with the **Accounting Lines**.
131. | Click the “**hide**” button on the **General Ledger Pending Entries** tab.
132. | Click the “**show**” button on the **Notes and Attachments** tab.
### Step # 133. Procedure
Add any applicable notes and/or attachment(s). Notice the system note notifying of the document copy.

### Step # 134. Procedure
Click the "submit" button. Refer to Step #85 page 31 for additional information on routing. **Note:** If there are errors on the document please refer to Step #34 page 18 for additional information.

### Step # 135. Procedure
After the document is successfully submitted, click the "reload" button.

### Step # 136. Procedure
Click the "generate print file" button.
Step # | Procedure
--- | ---
137. | A PDF of the Invoice will display which will allow you to print.

End of Procedure
AR Payment Overview

When payment is received, funds need to be receipted daily and deposited at the bank in the University’s bank account (UHGA), please refer to AP A8.701. Payments toward AR invoices are made using the Cash Control and Payment Application eDocs.

To process payments to AR invoices, you must go through these steps:

- Create a Cash Control eDoc and save it
- Create a Payment Application for each invoice that the payment will be applied to
- Submit the Payment Application eDoc
- Generate the General Ledger Pending Entries (GLPEs) on the Cash Control eDoc
- Approve the Cash Control eDoc

Business Rules

- Only the AR ‘processor’ can access the Cash Control and Payment Application eDocs
- The Payment Application eDoc must be in FINAL status before the AR Cash Manager can approve the Cash Control eDoc
  - Cash Control
    - The payment amount must be greater than zero
Payment Application

- More funds cannot be applied to an invoice than are owed to the invoice
- The document must fully apply all funds. You must apply the funds to an invoice, to a non-AR account, or reapply them to unapplied funds. (Non-AR and unapplied funds will be covered in the advanced Processors class).
Process a Full AR Payment to an Invoice with Multiple Line Items (Deposits – Cash Control and Payment Application)

Process

In this section we will review how to deposit and process a payment which fully pays an AR invoice using the Cash Control (CTRL) and Payment Application (APP) eDocs.

The CTRL eDoc facilitates the entry and tracking of payment information for a particular customer(s), including the form or type of payment, and the amount. The APP eDoc is used to apply funds to a specific invoice or invoices.

Please refer to the Overview of the AR Process on pages 6 and 7 for additional information on the steps used to process payments and the business rules to follow when carrying out these steps.

In this example, we will be depositing the check received from our customer for one month’s facilities rental and a parking permit at Hon CC. We will then apply the payment to the associated invoice. You must be logged into KFS as a member of an AR processing organization with access to initiate CTRL and APP eDocs.

Navigation: Main Menu>Transactions>Accounts Receivable>Cash Control

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>138.</td>
<td>Click the “Cash Control” link.</td>
</tr>
</tbody>
</table>
## Step # | Procedure
--- | ---
139. | The Cash Control eDoc contains a document header section (top right of display) and seven tabs.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>140.</td>
<td>Click in the “Description” field on the Document Overview tab.</td>
</tr>
</tbody>
</table>
| 141.  | Enter “055-T20 Corp S Inv Oct 2014” in the Description field.  
**Note:** Please refer to Step #10 page 13 for UH business process regarding the Document Description. |
| 142.  | The Explanation field is optional but is highly recommended by UH for this eDoc.  
**Note:** Please refer to Step #11 page 13 for additional information.  
Click in the “Explanation” field and enter “Payment for Invoice XXXXXX” in the Explanation field, replacing XXXXXX with your invoice number. |
<p>| 143.  | The Organization Document Number field is optional as it is not required by UH when this eDoc is used for S Inv types. |
| 144.  | The Total Amount field will display based on the amount entered in the Cash Control Details tab. |
| 145.  | Click the “hide” button on the Document Overview tab. |</p>
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>146.</td>
<td>On the General Info tab the Processing Org field defaults from your Person profile.</td>
</tr>
<tr>
<td>147.</td>
<td>The Bank Code field defaults to the University of Hawaii General Account (UHGA).</td>
</tr>
<tr>
<td>148.</td>
<td>Click the “Medium Code” drop down list box.</td>
</tr>
<tr>
<td>149.</td>
<td>Select the Medium code from the drop down list box for your payment scenario.</td>
</tr>
<tr>
<td></td>
<td>- Check/Cash</td>
</tr>
<tr>
<td></td>
<td>- Credit Card</td>
</tr>
<tr>
<td></td>
<td>- Wire</td>
</tr>
<tr>
<td></td>
<td>- CG Use Only – LOC Wire</td>
</tr>
<tr>
<td></td>
<td>Do not use the CG Use Only - LOC Wire. This is used only by ORS for Contracts and Grants Billing.</td>
</tr>
<tr>
<td></td>
<td>For this scenario, select the “Check/Cash” option.</td>
</tr>
<tr>
<td>150.</td>
<td>The Invoice Document Type field defaults to Customer Invoice Document option. Do not use the Contracts Grants Invoice Document Type as it is only used by ORS.</td>
</tr>
<tr>
<td>151.</td>
<td>Click the “hide” button on the General Info tab.</td>
</tr>
</tbody>
</table>
152. On the Deposit Reference Info tab, the Reference Number field is required. The options are:
   - **Check/Cash** – Bank Deposit Slip (format = xxxxxx)
   - **Credit Card** – will populate when Merchant Number is selected
   - **Wire** – Treasury assigned number

For this example, the **Bank Deposit Slip Number** will be entered in the Reference Number field, enter “456321” in the Reference Number field.

**Note:** For **Credit Card** Deposits, use the magnifying glass search feature to select the Merchant Number. The Reference Number field will populate when the Merchant is selected.

153. The Deposit Date field is required. For this example enter or select the current date from the calendar icon as the Deposit Date. Enter the current date (format = mm/dd/yyyy) or select from the calendar.

154. Click the “hide” button on the Deposit Reference Info tab.
155. On the **Cash Control Details** tab, the **Application Doc #** and the **Status** fields will display once a line has been added.

156. Click in the **"Customer #"** field, and enter **"####"** into the **Customer Number** field, where #### represents the **Customer Number** on the **Customer Invoice**. For this scenario, make sure you enter the **Customer Number** of the **Customer** you set up in Steps 1-33.

157. The **Medium ID** field is optional and can be used for internal references. We highly encourage users to enter the **Check #** (i.e., RCUH#1234567) in this field. 
**Note:** The field is alpha numeric and no spaces are allowed. For this scenario, enter **"Check5437"** in the **Medium ID** field.

158. The **Date** field is optional. You may enter the deposit date/current date or select the date by clicking the **"Date"** calendar icon. Enter or click today’s date for this scenario.

159. Click in the **"Amount"** field and enter the payment amount. Enter **"####"** in the **Amount** field, where #### represents the full payment amount.

160. Click in the **"Description"** field, and enter the Invoice #. For this scenario, enter **"INV####"** in the **Description** field where #### represents your Invoice #.

161. Click the **"add"** button in the **Actions** field.

162. Click the **"hide"** button on the **Cash Control Details** tab.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>163.</td>
<td>Click the “show” button on the General Ledger Pending Entries tab to show there are no General Ledger Pending Entries associated with the Transaction Processing document.</td>
</tr>
<tr>
<td>164.</td>
<td>Click the “hide” button on the General Ledger Pending Entries tab.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>165.</td>
<td>Click the “show” button on the Notes and Attachments tab and add any applicable notes and/or attachments.</td>
</tr>
<tr>
<td>166.</td>
<td>Click the “hide” button on the Notes and Attachments tab.</td>
</tr>
</tbody>
</table>
167. Click the “save” button at the bottom of the document.

**Important Note:** It is very important to remember to save the eDoc at this step and NOT submit. Submitting the eDoc at this step will cause updating issues later on when completing the remaining steps of the process.

---

**Important Note:**

After saving the eDoc, click the reload button, then click the Application Doc # link.

168. Click the “reload” button.

169. Click the “show” button on the **Cash Control Details** tab to access the **Payment Application** eDoc.

170. Click the “Application Doc #” link.
### Step # | Procedure
--- | ---
171. | The **Application** eDoc contains a document header section and eleven tabs.  
**Note:** KFS will load the **Application** eDoc in a new tab or browser window (depending on your browser). We will now be working on the **Application** eDoc.

172. | The tabs on the **Application** eDoc default with data from the **Cash Control** and **Invoice** document(s).

173. | On the **Document Overview** tab, the **Description** field is required and defaults with 'Created by Cash Control Document' in the field.

174. | The **Explanation** field is optional as it is not required by UH for this eDoc.  
**Note:** Please refer to Step #11 page 13 for additional information.

175. | The **Organization Document Number** will be populated with the **Cash Control** document number.

176. | Click the “hide” button on the **Document Overview** tab.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| 177.   | On the Control Information tab, the following fields were pulled from the Cash Control eDoc:  
|        | • The Org Doc # is the related Cash Control Document Number  
|        | • The Customer is the Customer Number that was inputted in the Cash Control Details tab  
|        | • The Control Total is the Amount inputted in the Cash Control Details tab  
|        | • The Open Amount is a calculated field of the amount remaining to be applied; this amount decreases as funds are applied on the Payment Application eDoc  
|        | • The Payment # is the Medium ID that was inputted in the Cash Control Details tab  
|        | • If the information above is correct, skip the next step. |
| 178.   | If you find that the Customer Number is incorrectly displayed, update the following:  
|        | • On the Cash Control eDoc, correct the ‘Customer’ # for the correct Cash Control Detail line and click the ‘save’ button.  
|        | • On the Payment Application, click the ‘reload’ button on the bottom of the document. In the Apply to Invoice Detail tab, correct the Customer field and click the ‘load’ button. You will see that the Customer will display the correct number in the Customer Information tab.  
|        | If you find that the amount of the deposit is wrong, update the following:  
<p>|        | • On the Cash Control eDoc, delete the pertinent Cash Control Details line which will result in the line disappearing and the Payment Application will be in Cancelled status. Enter in a new line with the correct amount and click ‘save’ then process the Payment Application as indicated in this manual. |
| 179.   | Click the “hide” button on the Control Information tab. |</p>
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>180.</td>
<td>The <strong>Summary of Applied Funds</strong> tab provides Applied Funds and Unapplied Funds information. &lt;br&gt;The amount in the <strong>Unapplied Funds – Cash Control</strong> field is what was entered in the <strong>Cash Control Details</strong> tab of the <strong>Cash Control</strong> eDoc. &lt;br&gt;<em>Note:</em> The system will credit this amount to the Processing Organization's AR Clearing account. (Account No. 90958xxx with AARCLR Sub-Fund Group Code).</td>
</tr>
<tr>
<td>181.</td>
<td>The amount in the <strong>Unapplied Funds – Open Amount</strong> field is what needs to be applied on this eDoc. &lt;br&gt;<em>Note:</em> This amount decreases as funds are applied and must equal zero before submitting the document.</td>
</tr>
<tr>
<td>182.</td>
<td>The amount in the <strong>Unapplied Funds – Applied Amount</strong> field is what has been applied on this eDoc. &lt;br&gt;<em>Note:</em> This amount increases as the Open Amount decreases and must equal to the Cash Control amount before submitting the document.</td>
</tr>
<tr>
<td>183.</td>
<td>The amount in the <strong>Unapplied Funds – Refund</strong> field is what will be refunded to the Customer.</td>
</tr>
<tr>
<td>184.</td>
<td><em>Note:</em> If funds are applied to an invoice, the invoice information will display in the <strong>Applied Funds</strong> box.</td>
</tr>
</tbody>
</table>
Step # | Procedure
--- | ---
185. | The **Quick Apply to Invoice** tab contains three fields of information:

- **The Invoice Number** is auto populated with the open invoice numbers in the KFS system for that Customer Number.

- **The Open Amount** is auto populated with the respective invoice amount.

- **The Quick Apply checkbox** enables users to select invoices where full payment is to be applied.

For this example click on “**Quick Apply**” checkbox in the row beside the invoice you choose to pay in full and then click the “**apply**” button.

186. | Click the “**hide**” button on the **Quick Apply to Invoice** tab.
187. The **Apply to Invoice Detail** tab provides the detailed line(s) information of the invoice.
   The **Customer** field auto populates from the **Cash Control** document.

188. **Invoice Document Type** will auto display as 'Customer Invoice Document'.
   **Note**: Contracts Grants Invoice Document is used by ORS only.

189. The **Invoice** field displays the first open invoice for the Customer listed.

190. The **load** button at the bottom of the section is used if the Customer on the **Cash Control** is incorrect, if so, correct the Customer on both the **Cash Control** and the Customer above and then click the 'load' button. Refer to Step #178 page 55 for additional details.

191. The **Invoices** drop-down menu defaults with the **Invoice Number**.
   If you would like to apply payment to another Invoice, select the pertinent Invoice from the **Invoices** drop-down menu and click the "load" button OR click the '<prev' or 'next >' buttons and the invoice details will appear within the tab.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>192.</td>
<td>The <strong>Amount Applied to Invoice</strong> shows the Amount applied in the <strong>Quick Apply to Invoice</strong> tab.</td>
</tr>
<tr>
<td>193.</td>
<td>The <strong>Invoice Detail</strong> section shows the invoice line items with the corresponding <strong>Apply Amount</strong> field and <strong>Apply Full Amount</strong> check box as display only.</td>
</tr>
<tr>
<td>194.</td>
<td>Click the “submit” button.</td>
</tr>
</tbody>
</table>

When you clicked the **Application Doc #** on the **Cash Control** eDoc the system opened the **Application** eDoc in a new tab (when using Internet Explorer, or possibly a new window in another browser.)

Click the **“KFS Portal Index”** tab to return to the original browser tab on the **Cash Control** page.
Step # | Procedure
--- | ---
196. | On the Cash Control Details tab, be sure the Status field beside the Application Doc # displays FINAL. Note: You may need to click the “reload” button to update the status.
197. | Click the ‘submit’ button on the Cash Control eDoc.

Step # | Procedure
--- | ---
198. | The payment is not yet fully processed; the Cash Manager role will need to fully approve the Cash Control document, refer to Step# 270-273 pages 76-77 for details. Payment Application documents do not get routed for approval. NOTE: This is the end of applying a full payment using the Processor role.
Process an AR Payment to Multiple Invoices (Deposits – Cash Control and Payment Application)

In this section, you will review how to deposit and process an AR payment on more than 1 invoice using the **Cash Control** and Payment **Application** eDocs.

Please refer to the **Overview of the AR Process** on pages 6 and 7 for additional information on the steps used to process payments and the business rules to follow when carrying out these steps.

In this example, we will be depositing one check received from our customer for payment on two invoices for facilities rental and parking at Hon CC. Full payment will be applied to one invoice and the remaining check amount will be applied as a partial payment toward the second invoice. The two invoices will be processed under the same **Cash Control** eDoc using two **Payment Applications**.

**Navigation:** Main Menu>Transactions>Accounts Receivable>Cash Control

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>199.</td>
<td>Click the “Cash Control” link. Refer to page 46 for general information on the <strong>Cash Control</strong> eDoc.</td>
</tr>
<tr>
<td>Step #</td>
<td>Procedure</td>
</tr>
<tr>
<td>--------</td>
<td>------------</td>
</tr>
</tbody>
</table>
| 200.   | Click in the Description field on the Document Overview tab and enter “055-T20 Corp S Inv Various”.  
**Note:** Please refer to Step #10 page 13 for UH business process regarding the Document Description. |
| 201.   | Click in the Explanation field.  
Enter “Payment for Invoice XXXXXX and XXXXXX” , replacing XXXXXX with your invoice numbers.  
**Note:** Please refer to Step #11 page 13 for additional information. |
<p>| 202.   | The Organization Document Number field is optional as it is not required by UH when this eDoc is used for S Inv types. |
| 203.   | The Total Amount field will display based on the amount entered in the Cash Control Details tab. |
| 204.   | Click the “hide” button on the Document Overview tab. |</p>
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>205.</td>
<td>On the General Info tab the Processing Org field defaults from your Person profile.</td>
</tr>
<tr>
<td>206.</td>
<td>The Bank Code field defaults to the University of Hawaii General Account (UHGA).</td>
</tr>
</tbody>
</table>
| 207.  | Click the “Medium Code” drop down list box and select the “Check/Cash” option for this scenario.  
**Note:** Please refer to Step #149 page 49 for additional information. |
| 208.  | The Invoice Document Type field defaults to Customer Invoice Document option.  
Do not use the Contracts Grants Invoice Document Type; it is only used by ORS. |
| 209.  | Click the “hide” button on the General Info tab. |

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| 210.  | On the Deposit Reference Info tab, the Reference Number field is required.  
For this example, the Bank Deposit Slip Number will be entered in the Reference Number field, enter “987654” in the Reference Number field.  
**Note:** Please refer to Step #152 page 50 for additional information. |
<p>| 211.  | The Deposit Date field is required. For this example, enter or select the current date from the calendar icon as the Deposit Date. |
| 212.  | Click the “hide” button on the Deposit Reference Info tab. |</p>
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>213.</td>
<td>On the Cash Control Details tab, the <strong>Application Doc #</strong> and the <strong>Status</strong> fields will display once a line has been added. For this scenario we are applying payment toward two invoices using two <strong>Payment Applications</strong> so payment information will be entered on two separate lines.</td>
</tr>
</tbody>
</table>
| 214.  | Click in the “**Customer #**” field and enter “####”, where #### represents the **Customer Number** on the **Customer Invoice**.  
**Note:** Please refer to Step #156 page 51 for additional details or refer to Step #3 page 10 for details on performing a search for a **Customer #**. |
| 215.  | Click in the “**Medium ID**” field and enter “**Check5989**”in the **Medium ID** field.  
**Note:** Please refer to Step #157 page 51 for additional information. |
| 216.  | Enter today’s date in the **Date** field or click on the calendar icon to select the date.  
**Note:** Please refer to Step #158 page 51 for additional information. |
<p>| 217.  | Click in the “<strong>Amount</strong>” field and enter “XXXX” where XXXX represents the payment amount toward the first invoice. |
| 218.  | Click in the “<strong>Description</strong>” field, and for this scenario enter “<strong>Invoice XXXXXXX</strong>” where XXXXXXX represents the first invoice number. |
| 219.  | Click the “<strong>add</strong>” button in the <strong>Actions</strong> field. |
| 220.  | The <strong>Application Doc #</strong> and the <strong>Status</strong> fields will now display on line #1. |</p>
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>221.</td>
<td>For this scenario since we are creating two <strong>Payment Applications</strong>, information for the second invoice will now be entered and added.</td>
</tr>
<tr>
<td>222.</td>
<td>Repeat <strong>Steps #214 – 219</strong> for the second invoice. Be sure to click the “add” button after making your entries.</td>
</tr>
<tr>
<td>223.</td>
<td>On the <strong>Cash Control Details</strong> tab, the <strong>Application Doc #</strong> and the <strong>Status</strong> fields for the both line items are now displayed.</td>
</tr>
<tr>
<td>224.</td>
<td>Click the “hide” button on the <strong>Cash Control Details</strong> tab.</td>
</tr>
</tbody>
</table>
### Step # | Procedure
--- | ---
225. | Click the “show” button on the General Ledger Pending Entries tab to show there are no General Ledger Pending Entries associated with the Transaction Processing document.
226. | Click the “hide” button on the General Ledger Pending Entries tab.
227. | Click the “show” button on the Notes and Attachments tab and add any applicable notes and/or attachments.
228. | Click the “hide” button on the Notes and Attachments tab.
229. | Click the “save” button at the bottom of the document.

**Important Note:** It is very important to remember to save the eDoc at this step and NOT submit. Submitting the eDoc at this step will cause updating issues later on when completing the remaining steps of the process.

230. | Click the “reload” button.
231. | Click the “show” button on the Cash Control Details tab to access the Payment Application eDocs.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>232.</td>
<td>Click the “Application Doc #” link on the first line to open the Application eDoc.</td>
</tr>
</tbody>
</table>

233. The tabs on the Application eDoc default with the data from the Cash Control and Invoice document(s).

234. On the Document Overview tab, the Description field is required and defaults with ‘Created by Cash Control Document’.

The Organization Document Number will be populated with the Cash Control document number.

**Note:** For additional information regarding the fields on this tab, please refer to Steps #173-175 page 54.
### Step #235
On the **Control Information** tab, numerous fields were pulled from the **Cash Control eDoc**.

**Note:** Please refer to Step #177 page 55 for additional details.
If the information is correct, skip the next step.

### Step #236
If you find that the **Customer Number** is incorrectly displayed, refer to Step #178 page 55 for additional information.

### Step #237
Click the "**hide**" button on the **Document Overview** and **Control Information** tabs.

---

![Summary of Applied Funds](image)

**Step #238**
The **Summary of Applied Funds** tab provides Applied Funds and Unapplied Funds information.
Please refer to Steps #180-184 page 56 for additional information.

---

![Quick Apply to Invoice](image)

**Step #239**
The **Quick Apply to Invoice** tab can be used when applying full payment to an invoice.
For this example, we will not use the "**Quick Apply**" to process the full payment; instead we will use the **Apply to Invoice Detail** Tab.
Click the "**hide**" button on the **Quick Apply to Invoice** tab.

**Note:** Please refer to Step #185 page 57 for additional information on this tab.
## Step #240.

The **Apply to Invoice Detail** tab provides the detailed lines information of the invoice. We will use this tab to apply the full payment on the invoice for this example.

**Note:** For additional information regarding the fields on this tab, please refer to Steps #187-190 page 58.

## Step #241.

The **Invoices** drop-down menu defaults with the **Invoice Number**.

**Note:** Refer to Step 191 page 58 for more information about selecting a different invoice.

For this example we will be applying a payment to the invoice shown so there is no need to select a different invoice.

## Step #242.

The **Invoice Detail** section shows the invoice line items with the corresponding **Apply Amount** field and **Apply Full Amount** check box.

In this example we are applying full payment to the invoice so check the **"Apply Full Amount"** check box beside each line item.

## Step #243.

Click the **apply** button.
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<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>244.</td>
<td>The <strong>Invoice Detail</strong> section shows the invoice line items with the corresponding <strong>Apply Amount</strong> field and <strong>Apply Full Amount</strong> check box as display only.</td>
</tr>
<tr>
<td>245.</td>
<td>The <strong>Applied Amount</strong> field on the <strong>Summary of Applied Funds</strong> tab now shows the <strong>Applied Amount</strong> from <strong>Apply to Invoice Detail</strong>.</td>
</tr>
<tr>
<td>246.</td>
<td>Click the “submit” button at the bottom of the page.</td>
</tr>
<tr>
<td>247.</td>
<td>Click the “KFS Portal Index” tab to return to the original browser tab on the <strong>Cash Control</strong> page. Please refer to Step #195 page 59 for additional details.</td>
</tr>
<tr>
<td>Step #</td>
<td>Procedure</td>
</tr>
<tr>
<td>--------</td>
<td>-----------</td>
</tr>
<tr>
<td>248.</td>
<td>On the <strong>Cash Control Details</strong> tab, click the &quot;reload&quot; button to update the status beside the <strong>Application Doc #</strong> so it displays <strong>FINAL</strong>.</td>
</tr>
<tr>
<td>249.</td>
<td>To process the second payment application, click the <strong>Application Doc #</strong> link beside the <strong>SAVED</strong> status.</td>
</tr>
</tbody>
</table>
### Step 250. The tabs on the Application eDoc default with data from the Cash Control and Invoice document(s).

### Step 251. On the Document Overview tab, the Description field is required and defaults with ‘Created by Cash Control Document’ in the field.

### Step 252. The Explanation field is optional as it is not required by UH for this eDoc.  
**Note:** Please refer to Step #11 page 13 for additional information.

### Step 253. The Organization Document Number will be populated with the Cash Control document number.

### Step 254. Click the “hide” button on the Document Overview tab.

### Step 255. On the Control Information tab, numerous fields were pulled from the Cash Control eDoc.  
**Note:** Please refer to Step #177 page 55 for additional details.  
If the information is correct, skip the next step.

### Step 256. If you find that the Customer Number is incorrectly displayed, refer to Step #178 page 55 for additional information.

### Step 257. Click the “hide” button on the Control Information tab.
### Step #258.

The **Summary of Applied Funds** tab provides Applied Funds and Unapplied Funds information. Please refer to Steps #180-184 page 56 for additional information.

### Step #259.

The **Quick Apply** checkbox enables users to select invoices where full payment is to be applied. In this example we are making a partial payment so the **Quick Apply** cannot be used.

Click the "hide" button on the **Quick Apply to Invoice** tab.

### Step #260.

The **Apply to Invoice Detail** tab provides the detailed lines information of the invoice. **Note:** For additional information regarding the fields on this tab, please refer to Steps #187-190 page 58.
## Step # | Procedure
--- | ---
261. | The Invoices drop-down menu defaults with the Invoice Number.<br>Note: Refer to Step #191 page 58 for more information about selecting a different invoice.<br>For this example we will be applying a partial payment to the invoice shown so there is no need to select a different invoice.<br>
262. | The Invoice Detail section shows the invoice line items with the corresponding Apply Amount field and Apply Full Amount check box.<br>Enter “XXX” in the Apply Amount field, where XXX represents the payment amount toward the line item(s) on the invoice.<br>
263. | Click the “apply” button.<br>
264. | The Applied Amount field on the Summary of Applied Funds tab now shows the Applied Amount from Apply to Invoice Detail.<br>
265. | Click the “submit” button at the bottom of the page.
Step # | Procedure
--- | ---
266. | Click the “KFS Portal Index” tab to return to the original browser tab on the Cash Control page. Please refer to Step #195 page 59 for additional details.

267. | On the Cash Control Details tab, be sure the Status field beside the Application Doc # displays FINAL. Note: You may need to click the “reload” button to update the status.

268. | Click the ‘submit’ button on the Cash Control eDoc.

269. | The payment is not yet fully processed; the Cash Manager role will need to fully approve the Cash Control document, refer to Step# 274-278 pages 77-79 for details. Payment Application documents do not get routed for approval. Note: This is the end of applying a partial payment to multiple invoices for the same customer using the AR Processor role.
AR Cash Manager Approval of AR Payments

Process

In this section we will review how the **AR Cash Manager** fully approves a payment toward an AR invoice using the **Cash Control (CTRL)** eDoc. The **AR Cash Manager** can access the **Cash Control** eDoc from his/her action list. You must be logged into KFS as a member of an AR processing organization with the **AR Cash Manager** role to approve CTRL eDocs for the specified AR processing organization.

<table>
<thead>
<tr>
<th>Step #</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>270.</strong></td>
<td>In this example we will approve the <strong>Cash Control</strong> eDocs that were created earlier.</td>
</tr>
</tbody>
</table>

**Step #**

**271.**

In the **General Info** tab of the **Cash Control** eDoc, click the “**generate**” button in the **Generate General Ledger Pending Entries** field line.
### Step #272

The **General Ledger Pending Entries** data will display after the "generate" button has been clicked. Review the pending entries.

### Step #273

Click the "approve" button at the bottom of the **Cash Control** page. Please note that the "approve" button will not appear unless the Payment Application is in Final, Disapproved or Processed status.

### Step #274

The KFS System returns the **AR Cash Manager** to the action list where the second **Cash Control** eDoc can be processed.
275. In the General Info tab of the **Cash Control** eDoc, click the "generate" button in the **Generate General Ledger Pending Entries** field line.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>276.</td>
<td>The <strong>General Ledger Pending Entries</strong> data will display after the “<strong>generate</strong>” button has been clicked. Review the pending entries.</td>
</tr>
<tr>
<td>277.</td>
<td>Click the “<strong>approve</strong>” button at the bottom of the <strong>Cash Control</strong> page. Please note that the “<strong>approve</strong>” button will not appear unless the <strong>Payment Application</strong> is in <strong>Final</strong>, <strong>Disapproved</strong> or <strong>Processed</strong> status.</td>
</tr>
<tr>
<td>278.</td>
<td>You have successfully completed the <strong>Process a Full AR Payment to an Invoice with Multiple Line Items</strong> and the <strong>Process an AR Payment to Multiple Invoices</strong> sections. <strong>End of Procedure</strong></td>
</tr>
</tbody>
</table>
Print Customer Invoice from Reports

Process

On the Main Menu, in the Reports Section, the Customer Invoice link for Accounts Receivable allows you to search for a Customer Invoice by Billing Organization, Processing Organization or User ID and print the invoice.

Navigation: Main Menu>Reports>Accounts Receivable>Customer Invoice

<table>
<thead>
<tr>
<th>Step #</th>
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</thead>
<tbody>
<tr>
<td>279.</td>
<td>Click the “Customer Invoice” link from the Reports section of the Main Menu tab.</td>
</tr>
</tbody>
</table>

In this example we will print a Customer Invoice we created earlier.
### Step # | Procedure
--- | ---
280. | You may enter in the **Chart Code** if you know it or select the magnifying glass to search for a **Chart Code**.<br><br>**Note:** This should be your Billing Chart Code.<br><br>Enter “HO” into the **Chart Code** field.
281. | You may enter in the **Organization Code** if you know it or select the magnifying glass to search for an **Organization Code**.<br><br>**Note:** This should be your Billing Organization Code.<br><br>Enter “BUSO” into the **Organization Code** field.
282. | Select the “**Billing**” radio button from the **Org Type** field.
283. | **Note:** Remember to **disable** your **Pop-Up Blocker** before you continue.
284. | Click the “**generate print file**” button.
Step # 285.  An Adobe pdf file will open and your UH AR Customer invoice is now ready to be printed. The printed invoice will have a UH seal watermark. The printed invoice can be used in standard UH Department window envelopes. Customers should include the bottom remittance portion when remitting payments.

End of Procedure
Run a KFS AR Customer Aging Report

Process

In this section, you will review the process to Run a Customer Aging Report. The Customer Aging Report allows you to view a report that shows how long invoices have been outstanding for a customer.

Navigation: Main Menu>Reports>Accounts Receivable>Customer Aging Report

<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>286.</td>
<td>Select the “Customer Aging Report” link from the Reports section of the Main Menu tab.</td>
</tr>
</tbody>
</table>
Step # | Procedure
--- | ---
287. | The **Report Option** search parameters default with the **Processing Organization** radio button selected. If you search using this option you are required to:

- Enter the **Chart Code** for the **Processing Organization**.
- Enter the **Organization Code** for the **Processing Organization**.

If you select the **Billing Organization** radio button you are required to:

- Enter the **Chart Code** for the **Billing Organization**.
- Enter the **Organization Code** for the **Billing Organization**.

If you select the **Account** radio button you are required to:

- Enter the **Chart Code** for the **Account**.
- Enter the **Account Number**.

**Note**: If a **Report Run Date** is not selected, the report will default to the current date.
<table>
<thead>
<tr>
<th>Step #</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>288.</td>
<td>For this scenario, select the “Processing Organization” radio button.</td>
</tr>
<tr>
<td>289.</td>
<td>Click in the “Processing/Billing Chart Code” field.</td>
</tr>
<tr>
<td>293.</td>
<td>Click the “search” button.</td>
</tr>
</tbody>
</table>
Step # | Procedure
--- | ---
294. | Review the search results. The Aging Report displays the **Customer Name** and **Number** followed by the buckets with which the receivables are aged. The report also contains a **Totals** amount row at the end of the search results list.

You can drill down on both the Customer Number and Amounts to retrieve the details of the outstanding invoices.

For this scenario click on the **Amount** for the Customer Name “AB Corporation”.

295. | You have successfully completed the Run a Customer Aging Report section.

End of Procedure
eThority Reports

In addition to the AR reports in KFS, there are AR report databooks in eThority. Go to KFS AR Databooks | Field AR Templates:

- AR Listing for Field
- AR Listing for ORS
- Converted FMIS-ARS Outstanding AR dtd from 07-2010
- Non-CG Customer Listing for Field
Fiscal Administrator Mailbox Page Center Reports (Jasper)

Receivables aging and KFS-AR invoice transaction details are provided on these reports for amounts due from customers for goods & services, salary overpayments, and dishonored checks. The reports include FMIS Accounts Receivable System (ARS) invoices dated after 6/30/2010 which were outstanding as of 6/30/2012. Those FMIS-ARS invoices and any associated payments received prior to 7/1/2012 were converted in detail to KFS-AR.

**ARB065A1** - ACCOUNTS RECEIVABLE AGING REPORT BY FO CODE & BILLING ORG AS OF mm/dd/yyyy
- Summary by Customer#, Invoice#, Account, AR Object Code, Object Code
- Includes KFS-AR INV (invoice) eDocs created in FY2015 and INV eDocs with 6/30/14 outstanding balances
- Invoices paid/cleared will remain on the report until fiscal year end

**ART065F1** - ACCOUNTS RECEIVABLE REPORT BY FO CODE AND FUND GROUP AS OF mm/dd/yyyy
- Provides transaction level details for KFS-AR INV invoices summarized & aged in the ARB065A report
- Invoices paid/cleared will remain on the report until fiscal year end

**ARB066A2** - ACCOUNTS RECEIVABLE AGING REPORT BY FO CODE & BILLING ORG CLOSED IN 2014
**ARB066A2** - ACCOUNTS RECEIVABLE AGING REPORT BY FO CODE & BILLING ORG CLOSED IN 2013
- KFS-AR INV invoices paid/cleared during the fiscal year summarized by Customer#, Invoice#, Account, AR Object Code, Object Code
- Report is non-cumulative between fiscal years.

**ART066F2** - ACCOUNTS RECEIVABLE REPORT BY FO CODE AND FUND GROUP CLOSED IN 2014
**ART066F2** - ACCOUNTS RECEIVABLE REPORT BY FO CODE AND FUND GROUP CLOSED IN 2013
- Provides transaction level details for KFS-AR INV invoices listed in the ARB066A2 report
- Report is non-cumulative between fiscal years

### Page Center Reports

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<tr>
<th>Report ID</th>
<th>Frequency</th>
<th>Name / Title</th>
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</thead>
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<tr>
<td>ART065F1</td>
<td>Monthly</td>
<td>Accounts Receivable Report by FO Code and Fund Group</td>
</tr>
<tr>
<td>ARB066A2</td>
<td>Annual (FYE)</td>
<td>Accounts Receivable Aging Report by FO Code &amp; Billing Org Closed in YYYY</td>
</tr>
<tr>
<td>ART066F2</td>
<td>Annual (FYE)</td>
<td>Accounts Receivable Report by FO Code and Fund Group Closed in YYYY</td>
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## Changes To Previous Training Manual

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<td>3.03</td>
<td>03/28/2016</td>
<td>Resources p5</td>
<td>tv, lr</td>
<td>Replaced Training section</td>
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<tr>
<td>3.02</td>
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<td>Page 8</td>
<td>lr</td>
<td>Replaced process flow</td>
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