

**NDSU** NORTH DAKOTA  
STATE UNIVERSITY

STUDENT FOCUSED • LAND GRANT • RESEARCH UNIVERSITY

# Customer Account Services

## Departmental Billing Process

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# FINANCE? or STUDENT FINANCE?

- FINANCE: General Ledger or FIN.
  - Official accounting system for NDUS.
    - General Ledger, Budgeting, Asset Management, Purchasing, Accounts Payable, and Grants Management.
- STUDENT FINANCE: Campus Connection or SF.
  - Most student-related activity takes place in Campus Connection
  - Student Finance - module used for managing Accounts Receivable.
    - Accounts Receivable tracking
    - Receipting (non-grant related)
    - Interfaces with FINANCE on a nightly basis.
- BOTH = “Peoplesoft”.

# BILLING CUSTOMERS FOR GOODS or SERVICES

Recurring → Campus Connection

- High dollar invoices should also be billed through Campus Connection.

Less than one bill per year →  
Internal/Department

# CAMPUS CONNECTION BILLING

1. At time of sale, Standard Billing Invoice issued to Customer, copy to CAS (or group post request), and copy for department.
2. CAS will post charge to Campus Connection.
3. Monthly billing statements issued; standard collection procedures.
4. Payment accepted via cash/check or online credit card to CAS.
  - Any payments rec'd by department should be forwarded to CAS (NOT deposited into departmental funds)
  - Credit card payments received are subject to credit card fees—posted monthly via SSI journal.



# Standard Billing Invoice - Org ID Lookup

Determining the Identification #

- For Corporate Customers,
  - Search Name 'contains', and/or City

Favorites | Main Menu > Campus Community > Organization > Review Organizations > Organization Location Summary

### Org Location Summary

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

▼ Search Criteria

External Org ID:	begins with ▼	<input type="text"/>	
Search Name:	contains ▼	NDSU	
Organization Type:	begins with ▼	<input type="text"/>	
ATP Code:	begins with ▼	<input type="text"/>	
FICE Code:	begins with ▼	<input type="text"/>	
City:	begins with ▼	Fargo	<input type="text"/>
State:	begins with ▼	<input type="text"/>	
Country:	begins with ▼	<input type="text"/>	
ACT Code:	begins with ▼	<input type="text"/>	

Case Sensitive

# Standard Billing Invoice – Individual ID Lookup

- For Individual (Non-Student) Customers
  - Last Name, First Name (include variations)

Favorites | Main Menu > Campus Community > Personal Information > Biographical > Addresses/Phones > Addresses

## Addresses

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

▼ Search Criteria

ID: begins with ▼


Campus ID: begins with ▼

National ID: begins with ▼

Last Name: begins with ▼

First Name: begins with ▼

Include History    Case Sensitive

**Search**   **Clear**   [Basic Search](#)    [Save Search Criteria](#)

If in doubt, contact CAS



# Standard Billing Invoice components, cont.

If no ID exists for that Corp or Individual:

Submit a request to [ndsu.customer.account@ndsu.edu](mailto:ndsu.customer.account@ndsu.edu) to have the account created. Include the following information:

- Full name of individual or business
- Billing/mailing address
- Phone number
- Email address (optional)
- Date of birth (for individual accounts)

# Standard Billing Invoice components, cont.

## **Charge or Credit**

- Check the appropriate box. Generally, do not post a credit unless there has already been a corresponding charge on the account.

## **Invoice #**

- Use your own unique identifier (or one from your sub-system); or use the reference number generator

# ITEM TYPES

## Item Type

- Item type is a 12 digit number with a specific description
  - Tied to department funding (fund, dept, account, and program or project if applicable)
  - Provides description of charge or credit on student or corporate account
- Separate item types exist for charges and credits.
  - Do NOT use a Charge item type when selecting the “Credit” box, etc.
- Item types are perpetual—ie, once created, never deleted (but can be updated).
  - Departments should notify CAS of any funding or description changes as soon as possible

# Invoices vs Group posts

When depts. have charges to post, can either submit copies of the invoices to CAS, or use the Group Post Request form to upload several invoices at a time.

Can use either method at any time; depending on preference, volume, similarity of charges.

# Group Post Template

<b>Group Post Request</b>						<i>Send to <a href="mailto:nds.customer.account@nds.edu">nds.customer.account@nds.edu</a> for processing</i>																																			
Submitting Department		Enter the department name																																							
Department Contact		Enter the department contact name																																							
Contact Phone Number		Enter a contact phone number				Type of Group																																			
Contact Email Address		Enter a contact email address				Corporate Charge		<--Select the type of group to be posted.																																	
Description:		Enter a description of the types of charges/credits to be posted.																																							
<table border="1"> <thead> <tr> <th><u>Customer/Empl ID</u></th> <th><u>Amount</u></th> <th><u>Term</u></th> <th><u>Due Date</u></th> <th><u>Reference</u></th> <th><u>Item Type</u></th> </tr> </thead> <tbody> <tr> <td>7 numeric characters</td> <td>Dollar amount of charge/credit</td> <td>4 numeric characters</td> <td>Only applicable for charges</td> <td>Up to 20 alpha/numeric characters</td> <td>12 numeric characters</td> </tr> <tr> <td>This is the customer ID/Student ID from PeopleSoft</td> <td>This is the amount to be posted to the account</td> <td>This is the 4 digit term code from PeopleSoft</td> <td>The due date must be greater or equal to the posting date</td> <td>The Reference can be something to identify the charge/credit, such as an invoice number</td> <td>The item type is a PeopleSoft number that identifies the funding for a specific charge/credit. If a new item type is needed please contact Tyson Lund.</td> </tr> <tr> <td>0706195</td> <td>8.00</td> <td>1730</td> <td></td> <td>X972007</td> <td>265000012000</td> </tr> <tr> <td>0706195</td> <td>40.00</td> <td>1730</td> <td></td> <td>X972007</td> <td>265000011100</td> </tr> </tbody> </table>												<u>Customer/Empl ID</u>	<u>Amount</u>	<u>Term</u>	<u>Due Date</u>	<u>Reference</u>	<u>Item Type</u>	7 numeric characters	Dollar amount of charge/credit	4 numeric characters	Only applicable for charges	Up to 20 alpha/numeric characters	12 numeric characters	This is the customer ID/Student ID from PeopleSoft	This is the amount to be posted to the account	This is the 4 digit term code from PeopleSoft	The due date must be greater or equal to the posting date	The Reference can be something to identify the charge/credit, such as an invoice number	The item type is a PeopleSoft number that identifies the funding for a specific charge/credit. If a new item type is needed please contact Tyson Lund.	0706195	8.00	1730		X972007	265000012000	0706195	40.00	1730		X972007	265000011100
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# Group Post Request Components

- Electronically submitted form (similar to an SSI journal prepared for FINANCE).
- Type of Group: must be indicated; cannot mix different types of groups within one post. (i.e—students and corps; charges and credits).
- No limit on number of individual items to be charged.
- When entering a due date, consider NDSU collections procedures and late fee assessments.
- When submitting group, indicate total dollar amount and number of transactions.
- Once posted by CAS, email will be sent to department contact with the “Group Post Detail”. Verify against department records to ensure everything was posted correctly.

# INTERNAL BILLING PROCESS

1. Issue invoice to customer at the time of sale, retain one copy for department records.
2. Instruct customers to remit payment directly to your department.
3. When payment is received, send payment and Departmental Deposit Form to CAS

# Internal Billing Process

## Internal Controls

- Must have the following internal controls:
  - A system in place to track receivables.
    - At the end of each FY, any outstanding (internal) receivables, must be reported to CAS.
  - Maintain an aging report to identify invoices that are not being acted on by the customer.
  - Documented process identifying how outstanding receivables are being followed up on.
    - If payment is not received within 90 days of issuance, invoice must be sent to CAS to follow the standard collection procedures.
  - Segregation of duties.



# Helpful Reports in Campus Connection

- AR Aging Report
  - Lists all students, non-students, and businesses that owe NDSU billed through Campus Connection

Favorites | Main Menu > NDU Applications > NDU Student Financials > Report > NDU Aging Report

**NDU Aging Report**

Run Control ID: TL\_MISC [Report Manager](#) [Process Monitor](#) [Run](#)

Business Unit:	EmpID/Org	SI Code	SI Reason
NDSU1	Ind & Org		
From Term: 0000	To Term: 1840		
From Dept: 3110	To Dept: 3110		
From Fund:	To Fund:		
Student Group:			
Sort Option: C (C = CommonID (default), D = Dept, F = Fund)			

# Helpful Reports in Campus Connection

- General Ledger Reconciliation Report
  - Used to reconcile accounts receivable (account 124001) to Finance

The screenshot shows the 'NDU GL Reconciliation Report' form. At the top, there is a breadcrumb trail: 'Favorites > Main Menu > NDU Applications > NDU Student Financials > Report > NDU GL Reconciliation Report'. Below this, the title 'NDU GL Reconciliation Report' is displayed in a blue header. The form contains several input fields and buttons. The 'Run Control ID' is set to 'TL\_MISC'. There are three buttons: 'Report Manager', 'Process Monitor', and 'Run'. The 'Run' button is highlighted in yellow. The form fields include: '\*Business Unit: NDSU1', 'From Dept: 3110', 'To Dept: 3110', 'From Fund: [empty]', 'To Fund: [empty]', 'From Item Type: [empty]', and 'To Item Type: [empty]'. At the bottom, there is a 'Sort Option' dropdown set to 'C' with a legend '(C=CommonId, D=Dept, F=Fund)'.

Favorites > Main Menu > NDU Applications > NDU Student Financials > Report > NDU GL Reconciliation Report

**NDU GL Reconciliation Report**

Run Control ID: TL\_MISC [Report Manager](#) [Process Monitor](#) **Run**

\*Business Unit: NDSU1

From Dept: 3110 To Dept: 3110

From Fund: To Fund:

From Item Type: To Item Type:

Sort Option: C (C=CommonId, D=Dept, F=Fund)

# Helpful Reports in Campus Connection

- Department Paid Charges by Fund Report
  - Lists customers charged and the remaining balances of the charges assessed through Campus Connection

The screenshot shows the configuration page for the 'NDU Dept Pd Chrgs by Fund Rpt' report. The breadcrumb trail at the top reads: Favorites > Main Menu > NDU Applications > NDU Student Financials > Report > NDU Dept Pd Chrgs by Fund Rpt. The page title is 'NDU Dept Pd Chrgs by Fund Rpt'. Below the title, there are three links: 'Report Manager', 'Process Monitor', and a yellow 'Run' button. The 'Run Control ID' is 'TL\_MISC'. The main configuration area contains several input fields: '\*Business Unit' (NDSU1), 'Department' (3110), 'From Term' (1830), 'To Term' (1830), 'From Date', 'To Date', 'From Fund', 'To Fund', 'From Item Type', and 'To Item Type'. There is also a 'Sort' dropdown menu with options 'F - (Fund) ID TYPE, FUND, ITEM TYPE, COMMON ID (Default)' and 'D - (Dept) ID TYPE, DEPT, FUND, ITEM TYPE, COMMON ID'. At the bottom, there is a dropdown for 'Include Zero Remaining Balances' set to 'Yes'.

Run Control ID: TL\_MISC [Report Manager](#) [Process Monitor](#) [Run](#)

\*Business Unit:  Department:

From Term:  To Term:

From Date:  To Date:

From Fund:  To Fund:

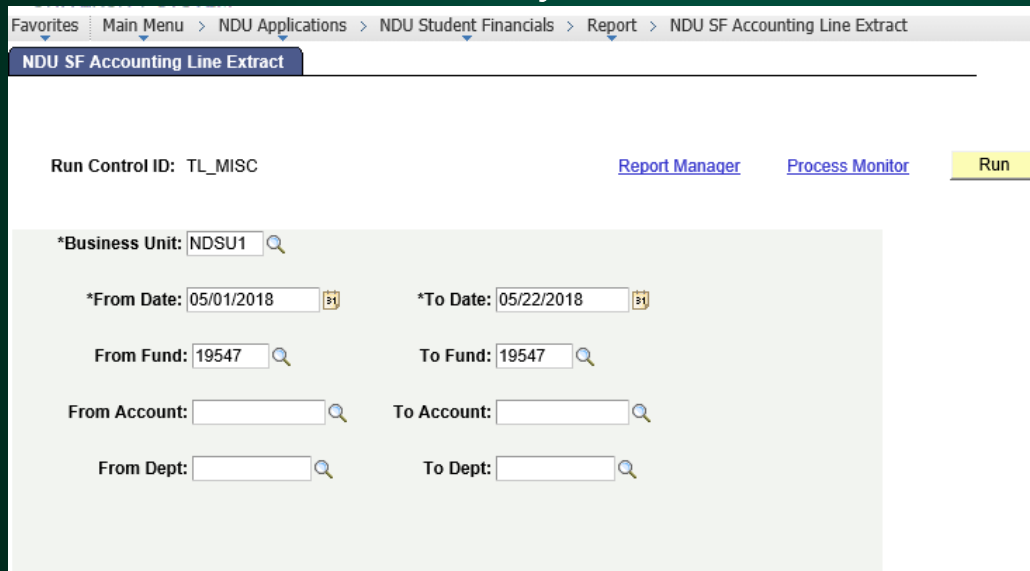
From Item Type:  To Item Type:

Sort:  F - (Fund) ID TYPE, FUND, ITEM TYPE, COMMON ID (Default)  
D - (Dept) ID TYPE, DEPT, FUND, ITEM TYPE, COMMON ID

Include Zero Remaining Balances:

# Helpful Reports in Campus Connection

- SF Accounting Line Extract
  - Used to reconcile SF journals to Finance.



The screenshot shows a web application interface for the 'NDU SF Accounting Line Extract' report. The breadcrumb navigation at the top reads: 'Favorites > Main Menu > NDU Applications > NDU Student Financials > Report > NDU SF Accounting Line Extract'. Below the breadcrumb is a blue header bar with the text 'NDU SF Accounting Line Extract'. The main content area has a white background and contains the following elements:

- 'Run Control ID: TL\_MISC' on the left.
- Two blue links: 'Report Manager' and 'Process Monitor'.
- A yellow 'Run' button.
- A search bar for '\*Business Unit:' with the value 'NDSU1' and a magnifying glass icon.
- Two date pickers: '\*From Date:' with '05/01/2018' and '\*To Date:' with '05/22/2018', each with a calendar icon.
- Two text input fields for 'From Fund:' and 'To Fund:', both containing '19547' and a magnifying glass icon.
- Two empty text input fields for 'From Account:' and 'To Account:', each with a magnifying glass icon.
- Two empty text input fields for 'From Dept:' and 'To Dept:', each with a magnifying glass icon.

- Query NDU\_0105\_SF can also be used for the same purpose

# Account Collections

Charges placed on Accounts Receivable (Campus Connection) subject to NDSU Collections procedures:

- Monthly Billing Statements
- Late Payment Fees
  - Individual = 30 days past due
  - Corporate = 60 days past due
- Collection Activities
  - Emails
  - Letters
  - Phone Calls
  - Department Assistance
- Account Holds / Services Stopped
- Collection Agency Referral

# External Collections and Write-Offs

- Collection Fees from Agency assessed to Dept.
  - Ex: customer paid agency \$100 for charge, funds would be “charged back” agency fee, approximately 20-25%.
- Agency unable to collect or balance minimal (less than \$100), account written off.
  - Holds placed
  - If customer requests services, write off reversed, payment in full required.

# CAS—Here to Help!

Customer Account Services is available as a resource for:

- Defining and documenting departmental procedures related to revenue/cash handling
- Assistance with reports and screens in Campus Connection
- Just about any other revenue-related question you can throw at us!

# Contact Info

Office Location: Ceres 302

Main phone: 231-8782

Main email: [ndsu.customer.account@ndsu.edu](mailto:ndsu.customer.account@ndsu.edu)

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