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 Components

NDSU | CUSTOMER ACCOUNT SERVICES
DIVISION OF FINANCE AND ADMINISTRATION

Department Billing Invoice
Questions about this form? Please call 701-231-8782
Click here for instructions

NORTH DAKOTA STATE UNIVERSITY

(Type Department Name Here)
(Type Department Number Here)
PO Box 6050
Fargo, ND 58108
Fax #: (Type Fax Number Here)

Name and Address:

Date:

☐ Charge
☐ Credit

Invoice #:

Identification #:

If no invoice number available, use reference number generator

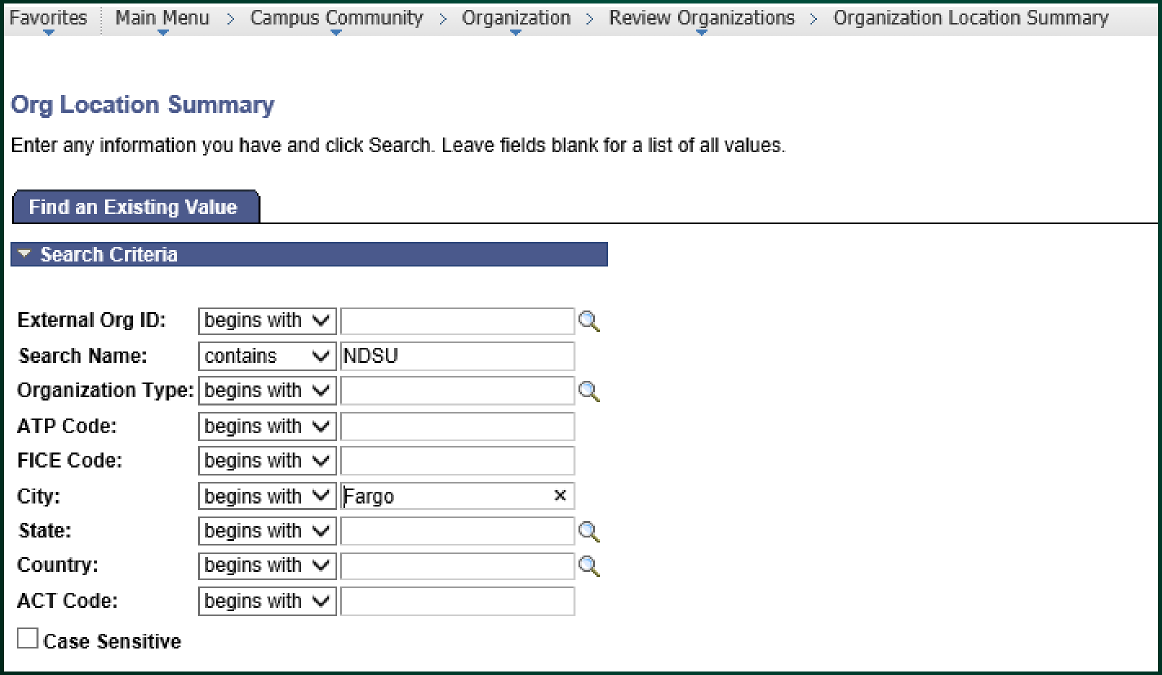
To expedite processing please include the seven digit ID number with all payments.

Item Type	Description	Amount

Standard Billing Invoice - Org ID Lookup

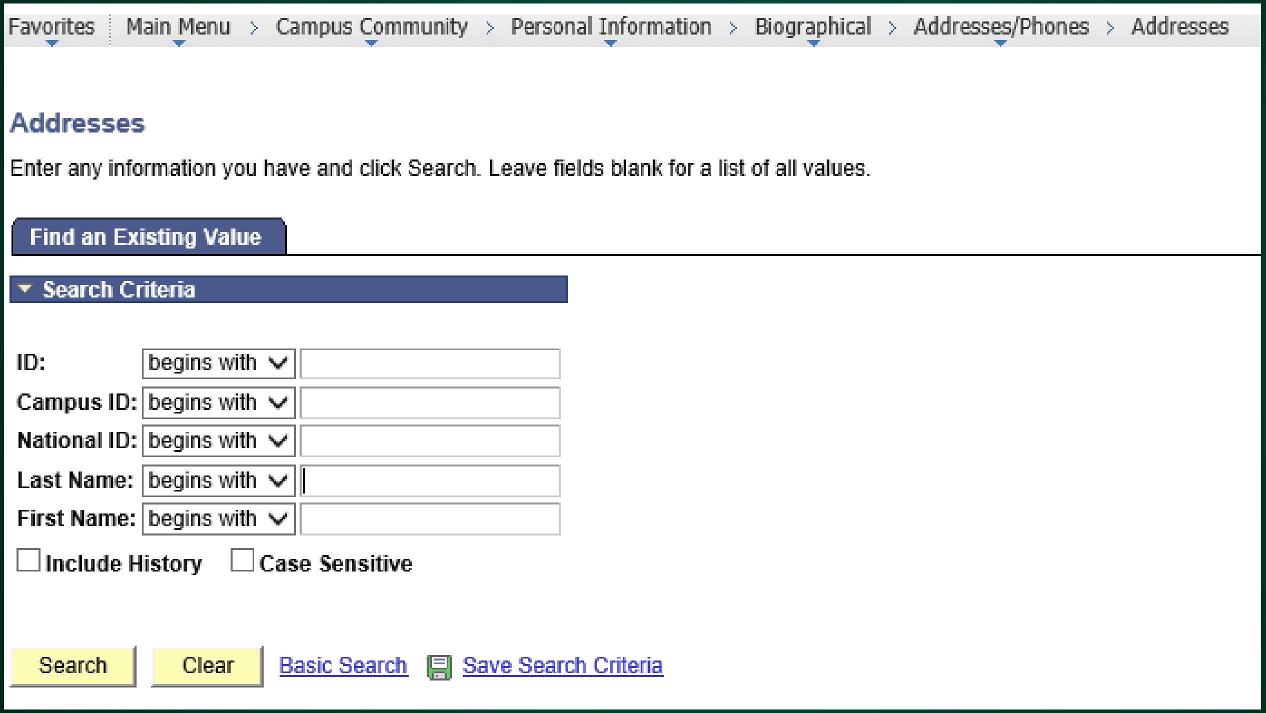
Determining the Identification #

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



Standard Billing Invoice – Individual ID Lookup

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



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 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

Group Post Request

Send to ***ndsu.customer.account@ndsu.edu*** *for processing*

Submitting Department	Enter the department name
Department Contact	Enter the department contact name
Contact Phone Number	Enter a contact phone number
Contact Email Address	Enter a contact email address

Type of Group

Corporate Charge <--Select the type of group to be posted.

Description: Enter a description of the types of charges/credits to be posted.

Customer/Empl ID	Amount	Term	Due Date	Reference	Item Type
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

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.

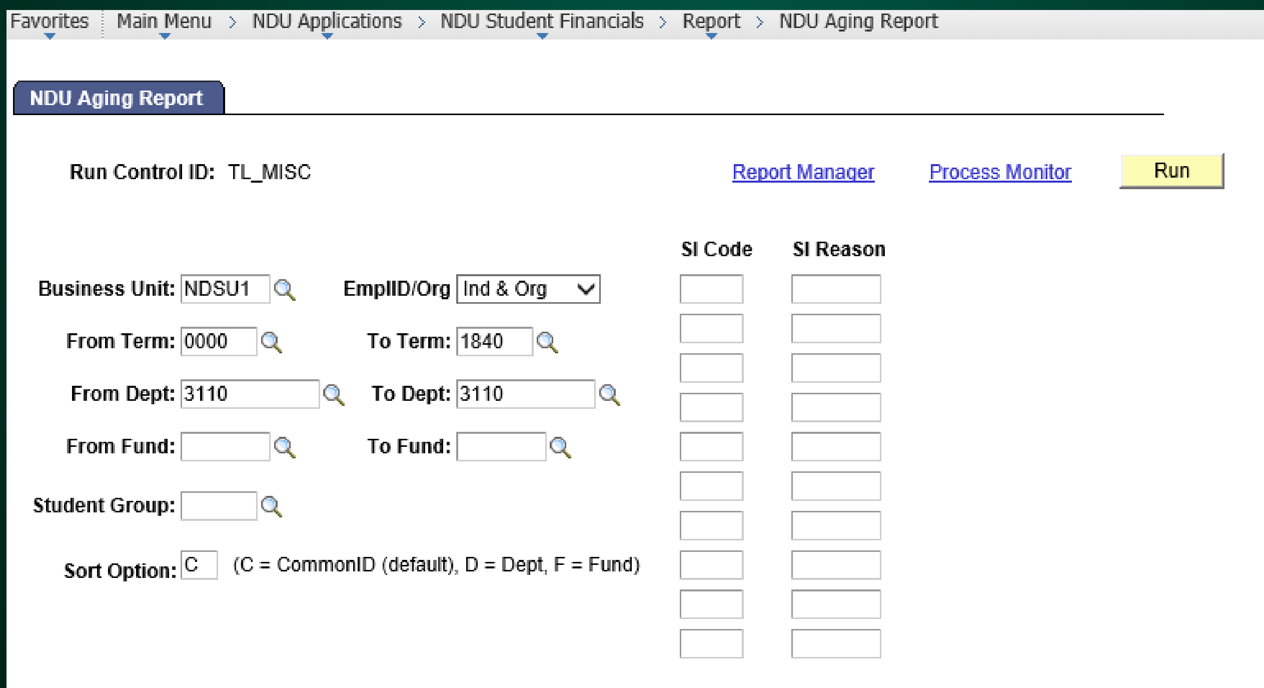
3. When payment is received, send payment and Departmental Deposit Form to CAS

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: NDSU1   EmplID/Org: Ind & Org

From Term: 0000   To Term: 1840

From Dept: 3110   To Dept: 3110

From Fund: To Fund:

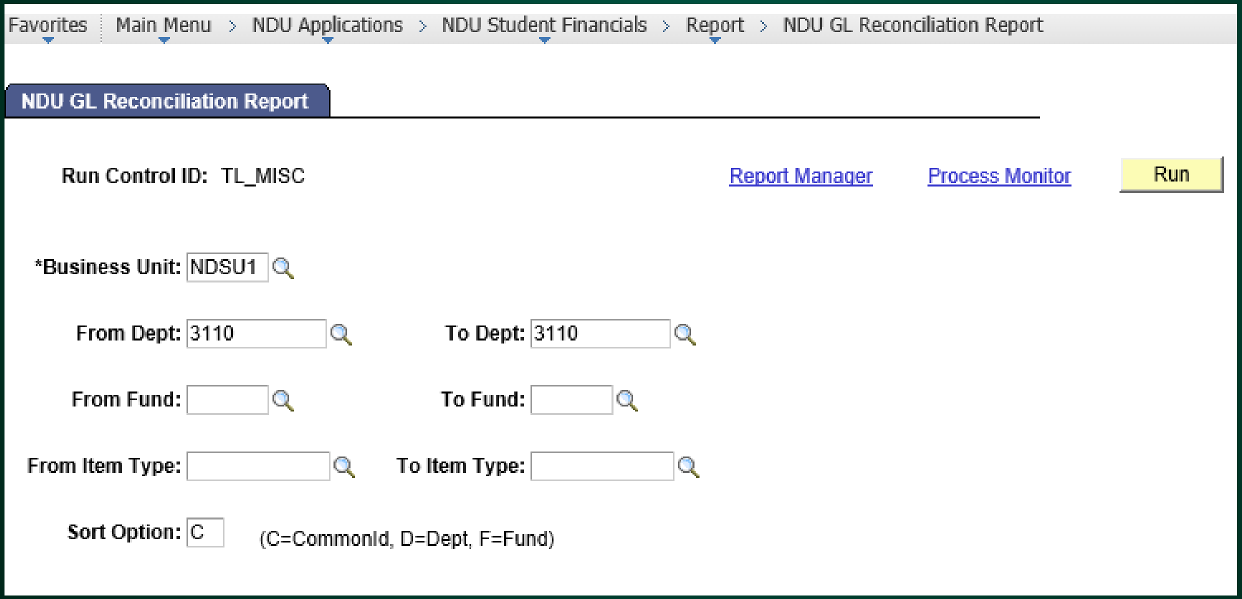
Student Group:

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

SI Code   SI Reason

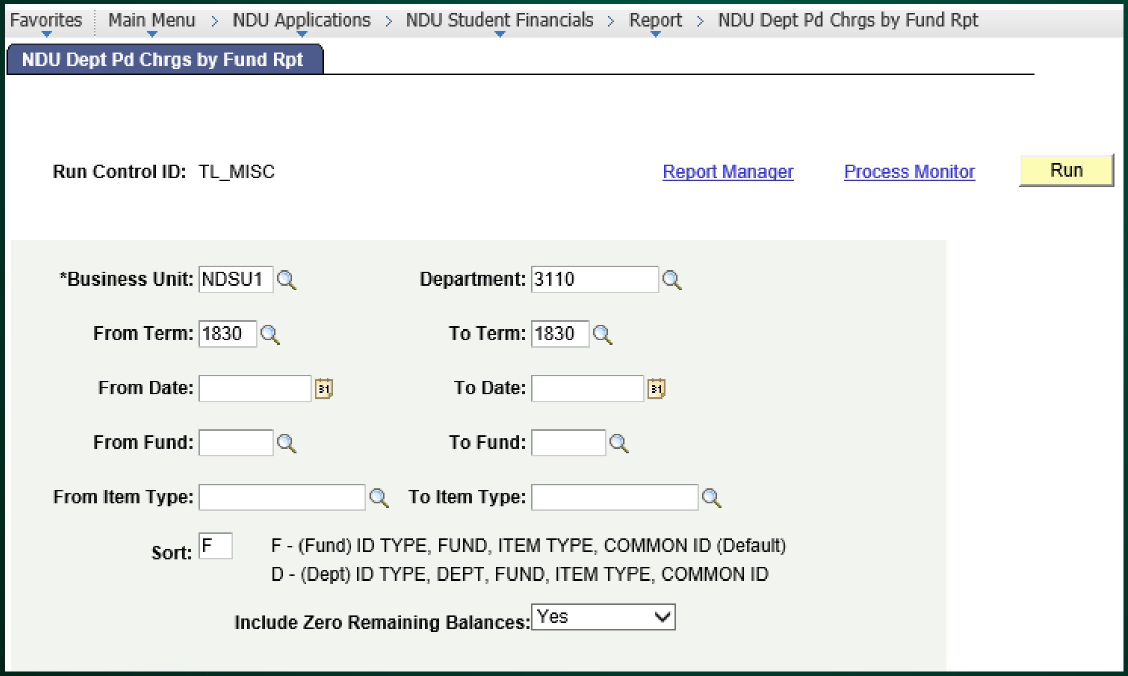
Helpful Reports in Campus Connection

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



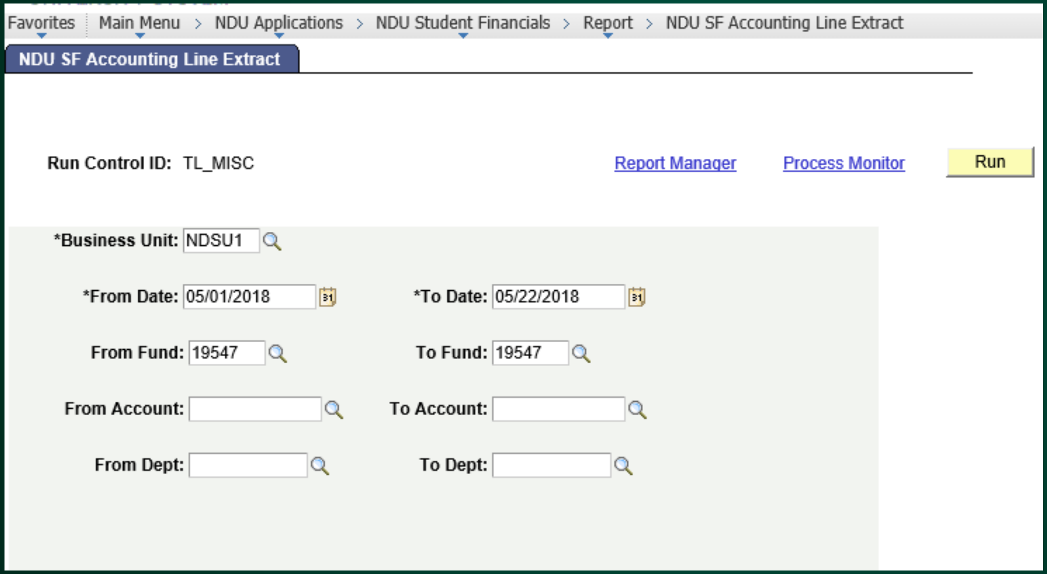
Helpful Reports in Campus Connection

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



Helpful Reports in Campus Connection

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



  - 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

Tyson Lund: 231-9724	tyson.lund@ndsu.edu
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