

**General Accounts Receivable**  
**Departmental Procedures Manual**  
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**SUBJECT: CUSTOMER ACCOUNTS**

**Procedure #1**

**Issue date: March 9, 2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004**

**Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001**

**Felix Chow, CFO \_\_\_\_\_ June 19, 2001**

**PURPOSE**

Assign an ID number to new customers and prepare the record for use in the Datatel computer system.

**RESPONSIBILITY**

General Accounts Receivable Position  
Accounting Department

*Please note: In order to avoid duplicate accounts, the Accounts Receivable Department alone is responsible for adding or changing customer accounts.*

**CONTENTS**

Section A Customer Number Setup  
Section B Changes to Customer Information  
Section C Viewing Customer Information

**SUBJECT: CUSTOMER ACCOUNTS**

**Procedure #1**

**Issue date: March 9, 2004**  
**2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9,**

**Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001**

**Felix Chow, CFO \_\_\_\_\_ June 19, 2001**

**Section A) Customer Number Setup**

*Accounting Office Internal Procedure*

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*Datatel Colleague Student System*

*SCREEN: ORGP*

*Note: Only ORGP should be used to add or view customer accounts. Using any other screen such as NAE marks company accounts as a person rather than a corporation. (See example screen page 3A)*

*In order to avoid duplicate accounts, the Accounts Receivable Department alone is responsible for adding or changing customer accounts*

1. Type the name of the company and press "enter." (If the company is already in the system, it will be shown to you on the screen. Therefore, you will not need to proceed.) If there is more than one customer ID# for the customer you are trying to bill, call the Accounts Receivable Department for assistance.
2. If the company does not come up in the system, call the Accounts Receivable Department to add the customer. Please have customer name and address available as well as a contact name and phone number if available.
3. Accounting will respond with a new customer ID# for your customer to be used for all billings.

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**Section B) Maintenance/Changes to Customer Information**

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*In order to avoid duplicate accounts, the Accounts Receivable Department alone is responsible for changing customer accounts*

1. Call the Accounts Receivable Department for any changes to customer information. Any known changes to customer information such as addresses or contact names should be directed to Accounting as soon as possible.

## **SUBJECT: CUSTOMER ACCOUNTS**

## **Procedure #1**

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**Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004**

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### **Section C) Viewing Customer Account Balances**

#### ***Individual Departmental Responsibility***

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*There are several different screens that can be used to view a customer balance. Following is an explanation of the available and most commonly used options.*

*On any of these available screens you will need to type in the customer account number or search by typing the company name. After selecting the correct account, the customer balances will appear. If the customer is not in the system, contact Accounts Receivable to set up the customer account. The Accounts Receivable department alone is responsible for setting up customer accounts.*

#### **Datatel Colleague Student System**

- 1. ARTI-A/R Term Summary Inquiry-**customer balances separated by school term. You may **DETAIL(F2)** on any of these terms to see breakdown of balance.
- 2. ARSI-A/R Summary Inquiry-** a summary of all balances separated by A/R type. You may **DETAIL (F2)** on any of these A/R types. After detailing on an A/R Type you can detail even further by hitting **F2** on a specific term.
- 3. ARAI-A/R Account Inquiry-**customer balance for a specific A/R type. After entering the customer number, Datatel will ask for the A/R type. You may then detail again by term.
- 4. ARII- A/R Invoice Inquiry-** specific invoice for a customer. Enter the invoice number rather than a customer number and the invoice will appear on the screen.

*Please note: When viewing balances in ARTI, ARSI or ARAI the balance due on an invoice will appear directly underneath the original amount of the invoice. Therefore when an invoice is paid in full, only one amount will appear.*

**SUBJECT: AR CODES**

**Procedure #2**

**Issue date: March 9, 2004  
2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9,**

**Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001**

**Felix Chow, CFO \_\_\_\_\_ June 19, 2001**

**PURPOSE**

Create and effectively use A/R codes when billing customers.  
A/R Codes specify the revenue G/L Account to which an invoice is credited.

**RESPONSIBILITY**

General Accounts Receivable Position  
Accounting Department  
*Please note: To avoid duplicate code numbers, The Accounting Department alone is responsible for adding or changing A/R Codes.*

**CONTENTS**

Section A Description, usage, setup and maintenance

**SUBJECT: AR CODES**

**Procedure #2**

**Issue date: March 9, 2004  
2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9,**

**Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001**

**Felix Chow, CFO \_\_\_\_\_ June 19, 2001**

**Section A) Description & usage**

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*An A/R code is used to identify to Datatel which account number is utilized when billing a customer. Each General Ledger account number used for billing has an A/R code assigned to it. Call the Accounting Department if the correct A/R code to use for a billing is not known.*

**SUBJECT: AR TYPES**

**Procedure#3**

**Issue date: March 9, 2004**                      **Prepared by: Karen Amore**    \_\_\_\_\_ **March 9, 2004**  
**Approved by: Kelli Sproule, Director of Accounting** \_\_\_\_\_ **June 19, 2001**  
**Felix Chow, CFO** \_\_\_\_\_ **June 19, 2001**

**PURPOSE**                                      Create and effectively use A/R types when billing customers to ensure billings are debited to the correct A/R asset account for a transaction. This allows ease in tracking.

**RESPONSIBILITY**                            General Accounts Receivable Position  
Accounting Department  
***Please note: To avoid duplicate code numbers ,The Accounting Department alone is responsible for adding or changing A/R Codes .***

**CONTENTS**

Section A	Description & usage
Section B	Current A/R type in use

**SUBJECT: AR TYPES**

**Procedure#3**

**Issue date: March 9, 2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004**

**Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001**

**Felix Chow, CFO \_\_\_\_\_ June 19, 2001**

**Section A) Description, usage, setup and maintenance**

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*An A/R Type is used to divide General A/R Accounts according to the type of receivable they are. Each time a billing is created, it is placed in a particular A/R Type. The type indicates to Datatel which Receivable General Ledger asset account to use for this billing. It is very rare that a new A/R type will need to be set up. Contact the Accounts Receivable Department if unsure of which A/R Type to use.*

**SUBJECT: AR TYPES**

**Procedure#3**

**Issue date: March 9, 2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004**

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**Section B) Current A/R Types used by the Accounting Department**

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*Following is a general listing of the A/R Types currently set up for use when requesting creating an invoice from the accounting department. Other A/R types shown in the system are not applicable to invoice requests and should not be used.*

AGNCY-Financial Aid related-Fund 11  
AUXIL-Catering related-Fund 03  
BRUIN-Bruin club related-Fund 14  
DESIG-Designated funds, some rentals-Fund 02  
FEDGR-Grant related, Federal-Fund 41  
LAND-Land Contracts-Fund 01  
LAPR-Lapeer Campus Related-Fund 01  
LOCGR-Grant related, local-Fund 44  
MISCL-Miscellaneous billings-Fund 01  
PG&G-Private Gifts and Grants-Fund 45  
RENTL-Rentals, buildings, equipment, etc.-Fund 01  
SCHGR-Grant related-Fund 46  
SPBNC-Non Credit billings, for example contract training, Continuing Ed related-Fund 01  
STAGR-State Grants related-Fund 42  
STDRN-Student receivables Non Credit Fund 01  
STDRC-Student receivables Credit Fund 01  
TRUAG-True agency billings-Fund 13

**SUBJECT: DEPARTMENTAL RESPONSIBILITIES**

**Procedure #4**

**Issue date: March 9, 2004**

**Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004**

**Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001**

**Felix Chow, CFO \_\_\_\_\_ June 19, 2001**

**PURPOSE**

To monitor and request billings for the applicable Accounts Receivable accounts

**RESPONSIBILITY**

All departments whose processes include Accounts Receivable functions.

**CONTENTS**

Section A Invoice Request Form  
Section B Sponsor Statement Request Form  
Section C Monitoring Accounts  
Section D Check Request Form/Refunds

**SUBJECT: DEPARTMENTAL RESPONSIBILITIES****Procedure #4****Issue date: March 9, 2004****Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004****Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001****Felix Chow, CFO \_\_\_\_\_ June 19, 2001****Section A) Invoice Request Form*****Individual Departmental Responsibility***

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*The Invoice Request Form is used to request that an invoice be created in the Datatel system and sent to the customer by the Accounts Receivable Department. There are several items that are required to be listed on the request form before sending it to the Accounting department. The following is an overview of the request form completion process.*

**Steps:**

1. The request form can be obtained from the Accounting department by email or paper forms can be picked up from the Accounting office.
2. Fill in the date of the request in the top left corner of the form.
3. Fill in the customer id # if known. If not known leave blank. When receiving a copy of the completed invoice back from Accounting, note the id# used on the invoice for future reference.
4. Fill in the name and address for the company to be billed. Include a contact person's name as well as a phone number if known. This aids the Accounting department with collection efforts.
5. Fill in the Academic term for the billing. Leave blank if not applicable.
6. Fill in the 12 digit General Ledger account number for the invoice to be credited to. This MUST be filled in if the A/R code for the invoice is not known.
7. If known, fill in the A/R code to be used for the billing. If not known you may leave blank. When receiving a copy of the completed invoice back from Accounting, note the A/R code used on the invoice for future reference.
8. List a description of the reason for the billing. Be as specific as possible. If billing involves classes, make sure to list class dates, title and student listing for the class. If a PO number has been obtained, this must also be included in the description. Attach additional documentation if necessary.
9. Fill in the amount for the billing. Break down charges if needed.
10. Sign the request form. This will aid Accounting if the requestor needs to be contacted.

- 11.** If attachments need to be sent to the customer with the invoice, mark “please send attachments.” If not, mark “no attachments needed.”
- 12.** If billing is Financial Aid related, fill in the Financial Aid award code.
- 13.** Send request form to accounting with any necessary attachments. Once the invoice is created, a copy will be sent to the requesting department for their records.

**SUBJECT: DEPARTMENTAL RESPONSIBILITIES****Procedure #4****Issue date: March 9, 2004****Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004****Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001****Felix Chow, CFO \_\_\_\_\_ June 19, 2001****Section B) Sponsor Statement Request Form*****Individual Departmental Responsibility***

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*The Sponsor Statement Request form is used to request that a customer be sent an invoice for payment of student tuitions that were entered into a sponsorship. The charges have already been entered into Datatel and therefore an invoice does not need to be created in the system, however an invoice "cover sheet" does need to be created and sent to the customer along with a "sponsor statement." Following are instructions for completing that form*

**Steps:**

1. The request form can be obtained from the Accounting department by email or paper forms can be picked up from the Accounting office.
2. Fill in the request date in the top right corner of the form.
3. Fill in the customer id # of the company to be billed.
4. Fill in the name and address for the company to be billed. Include a contact person's name as well as a phone number if known. This aids the Accounting department with collection efforts.
5. Fill in the Academic term for the billing. A separate request must be submitted for each term.
6. Fill in the amount for the billing.
7. Fill in the sponsorship number.
8. Sign the request form. This will aid Accounting if the requestor needs to be contacted.
9. If attachments need to be sent to the customer with the invoice, mark "please send attachments." If not, mark "do not send attachments."
10. Send request form to Accounting with any necessary attachments. Once the invoice is created, a copy will be sent to the requesting department for their records.

**SUBJECT: DEPARTMENTAL RESPONSIBILITIES****Procedure #4****Issue date: March 9, 2004****Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004****Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001****Felix Chow, CFO \_\_\_\_\_ June 19, 2001****Section C) Monitoring Accounts*****Individual Departmental Responsibility***

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***Each department whose functions include Accounts Receivable accounts are required to monitor their accounts on a regular basis.***

- 1.** Review the Open Invoice report that is issued by Accounting on a monthly basis.
- 2.** Fill in the “Response” column monthly indicating action to be taken by Accounting on each open invoice. Send a copy of this report back to the Accounts Receivable Department so action can be taken on these accounts.
- 3.** If the cost center manager has decided a balance should be written off, request a “Write Off Request form” from the Accounting office. Complete the form and send it to Accounting so the balance may be written off. This form must have a signature of a Cost Center Manager and the applicable Vice President.
- 4.** Account balances can always be viewed using the Datatel system. *(See Procedure #1, Section C for details.)*

**SUBJECT: DEPARTMENTAL RESPONSIBILITIES****Procedure #4****Issue date: March 9, 2004****Prepared by: Karen Amore \_\_\_\_\_ March 9, 2004****Approved by: Kelli Sproule, Director of Accounting \_\_\_\_\_ June 19, 2001****Felix Chow, CFO \_\_\_\_\_ June 19, 2001****Section D) Requesting Customer Refunds/Check Request Form**  
*Individual Departmental Responsibility*

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*The Check Request form is used to request that a customer be refunded for an overpayment or for an amount already paid for a student that has dropped a class(es). The following are instructions for that process.*

**STEPS:**

- 1.** The request form can be obtained from the Accounting department by email or paper forms can be picked up from the Accounting office.
- 2.** Fill in the request date in the top right corner of the form.
- 3.** Fill in the customer id # of the company to be refunded.
- 4.** Fill in the name and address for the company to be billed.
- 5.** Fill in the Academic term for the refund. This is the term in which the credit balance shows or the refund amount should be applied. A separate request must be submitted for each term.
- 6.** Fill in the amount for the refund.
- 7.** List a brief explanation for the refund.
- 8.** Sign the request form. This will aid Accounting if the requestor needs to be contacted.
- 9.** If attachments need to be sent to the customer with the invoice, mark “please send attachments.” If not, mark “do not send attachments.”
- 10.** Send request form to Accounting with any necessary attachments.