UCI Financial Services
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Financial Services KFS AR User Guide

This guide is intended to be a resource that you can refer to help you understand and complete various tasks within Financial Services KFS AR. It shares with you one method on how to perform the referenced tasks.

Contents

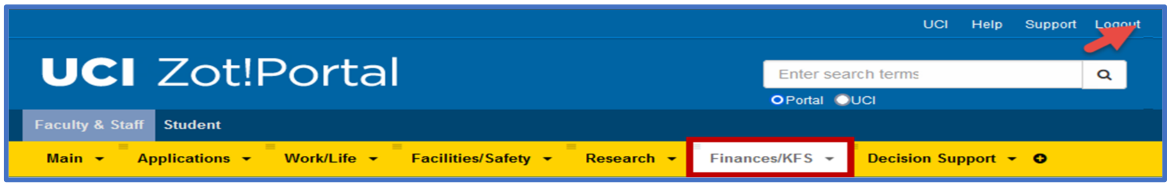
Clicking on a line will take you to that section.

Access Financial Services KFS AR

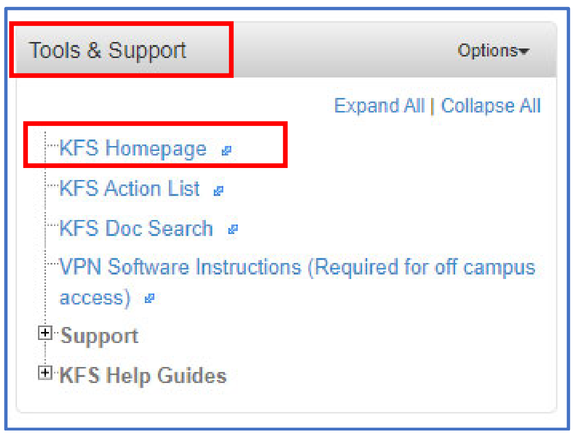
Financial Services KFS AR access requires User Role 54 or C & G User Role 10035. Your Department Security Administrator (DSA) can submit an access request.

1. Go to the UCI Zot!Portal at: https://portal.uci.edu

2. Click on the **Login** link in the upper right-hand corner of the page and sign in using your UCI network credentials. Then click on **Finance/KFS** in the yellow navigation bar near the top of the page.

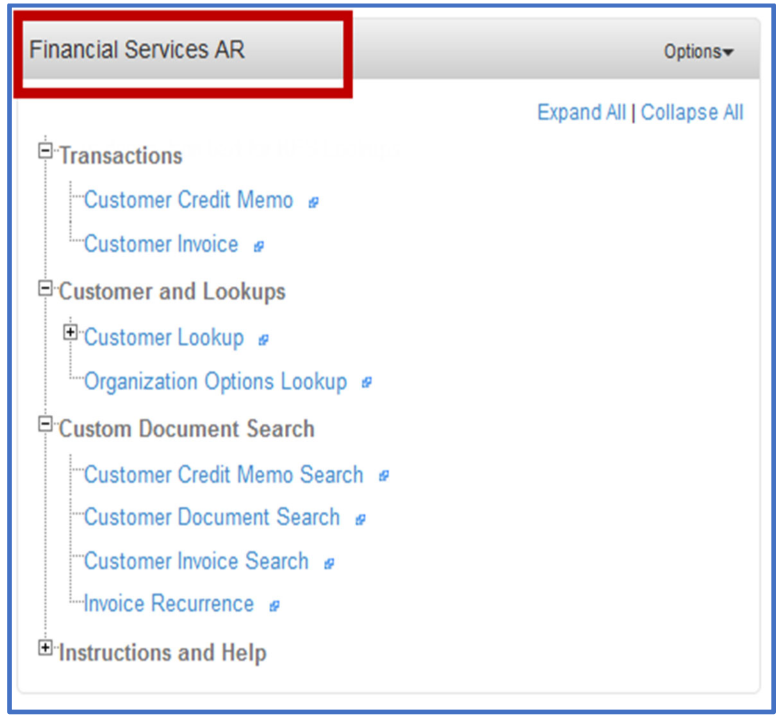


3. Find the Tools & Support Portlet and click on **KFS Homepage.**



Access Financial Services KFS AR

- There are alternate methods to get to Financial Services KFS AR.
  - Instead of using the Tools & Support Portlet from within Zot!Portal find the Financial Services AR portlet:
    - Expand the Transactions, Customer & Lookups, and Custom Document Search sections to find the area/item that you want to navigate directly to.



  - Go directly to the KFS Dashboard using a favorite / shortcut (link): https://systems.oit.uci.edu/kfs/webapp/dashboard/home

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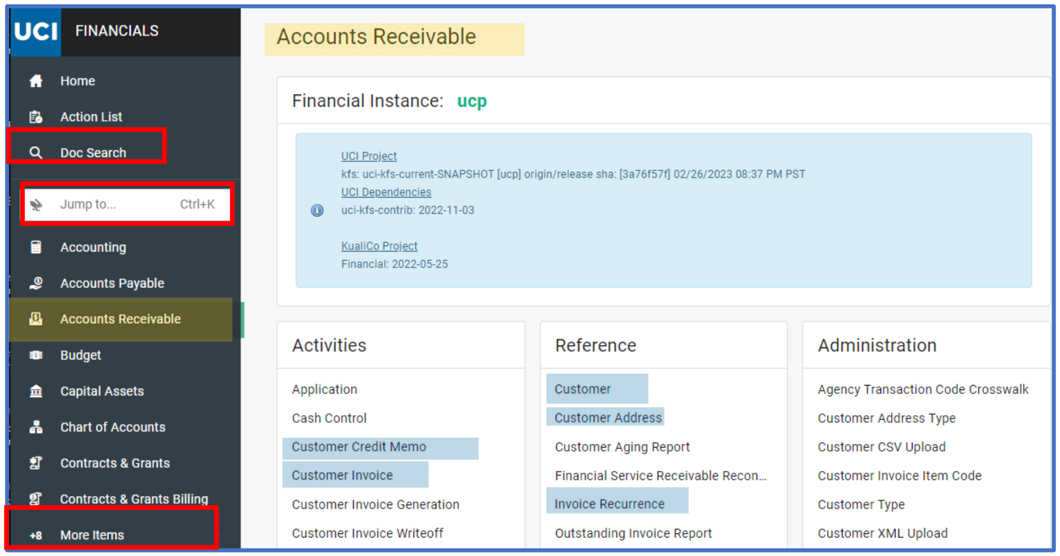
4. When working from a remote location, a UCI VPN connection is required to access Financial Services KFS AR.

Navigation in Financial Services KFS AR

When landing on the *KFS Home Page*, click on **Accounts Receivable** in the left-side navigation menu to go to the *Accounts Receivable* menu/dashboard. As a Department User, from this menu you will primarily be using *Customer* (look-up), *Customer Invoice*, *Customer Credit Memo* and *Invoice Recurrence* when needed.

Jump To in the left-side navigation menu can be used to go directly to Financial Services KFS AR functions without going to the the *Accounts Receivable* menu/dashboard. For example, click on **Jump To** and then type in **Cus** and when you see **Customer** in the drop-down menu **click on it** and that will take you directly to the customer look-up page.



Doc Search in the left-side navigation menu is another tool avialable on the KFS home page. Use the Document Search landing page to search for various types of Financial Services KFS AR documents such as **Customer** (CUS) and **Invoice** (INV). See ***Use Doc Search to View the Route Log*** for more information.

Custom Document Search is another navigation tool available from the KFS home page. In the left-side navigation menu click on **Custom Document Search** *or if you don't see it, click on* **More Items** then when the pop-up menu appears, click on **Custom Document Search**. At the *Reference* page, review the list of items and click on the item where you want to go. For example, click on **Search–AR Customer Invoice** to be taken to the Document Search page to search for Document Type: INV. All fields applicable to that document search type will be visible for you to use in your search.

Search for an Existing Customer

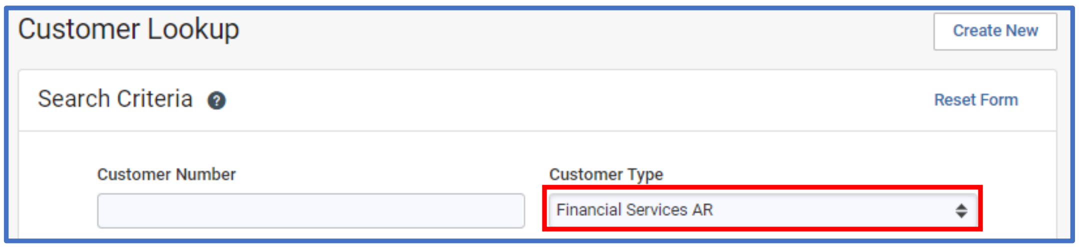
An Approved Customer must be in Financial Services KFS AR before you can create either a Sundry Debtor or Third-Party Customer Invoice. Before you create a new customer, you should check to see if they already exist by performing a customer search/lookup.

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.

2. From the *KFS Homepage*, click on ***Accounts Receivable*** found in the left-side navigation menu.

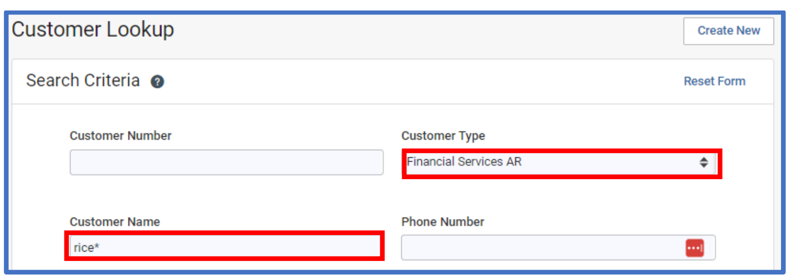
3. At the *Accounts Receivable* page, click on ***Customer,*** found in the *Reference* section in the middle of the page.

4. At the Customer *Lookup* page, go to the *Customer Type* field and use the drop-down menu to choose **Financial Services AR**.



5. **Type information into any of the other customer search criteria fields** using wild cards to help narrow down your search.

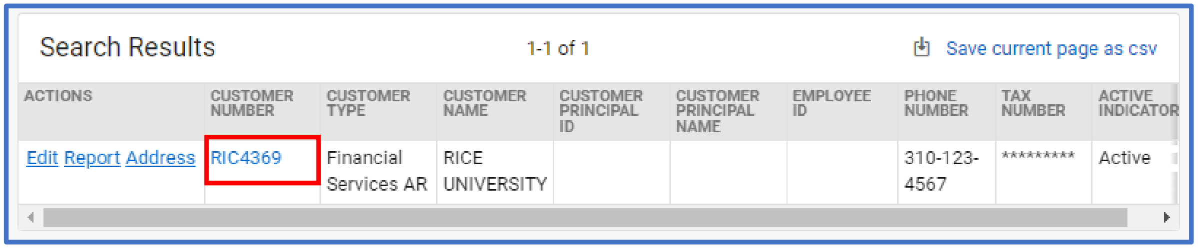
   - For example: to search for 'Rice University' type in **rice*** in the *Customer Name* field.
   - See ***Using Wildcards*** for more information on using wildcards to perform your search.



Search for an Existing Customer

6. Click the Search button found in the lower right-hand corner of the page to find all Financial Services AR customers that start with the word "rice".

7. Find the customer in the *Search Results* section at the bottom of the page and click on the **customer number** to view the customer's information. If no customer was found, you can create the New Customer. See ***Add a New Customer*** for more information.



- The Customer Information section will open in an Expanded view showing the information found in the 6 Customer sections. Use the Expand All and Collapse All buttons in the upper right-hand corner to toggle views (the screenshot below shows the collapsed view).

8. Click the **X** in the upper-right hand corner of the page to exit the customers information page.

Search for an Existing Customer

9. Click on **Reset Form** in the upper right-hand corner of the page to clear the search parameters you just used. Repeat steps 4-8 above to search for another customer(s).

There are multiple departments using KFS AR so it's important to narrow down your customer search using the *Customer Type* of **Financial Services AR.**

- Do the same search for 'Rice University' but this time type in **rice*** in the *Customer Name* field but do NOT choose a Customer Type. In *Search Results*, you can see there are two approved Rice University customers, one for CG Billing Agencies and one for Financial Services AR. Only Financial Services AR customers should be using by Campus Departments when creating invoices, therefore, to ensure that you are using the correct customer always begin your search by choosing the *Customer Type*: **Financial Services AR**.

Search Results 1-2 of 2 Save current page as csv

ACTIONS	CUSTOMER NUMBER	CUSTOMER TYPE	CUSTOMER NAME	CUSTOMER PRINCIPAL ID	CUSTOMER PRINCIPAL NAME	EMPLOYEE ID	PHONE NUMBER	TAX NUMBER	ACTIVE INDICATOR
Edit Report Address	RIC3055	CG Billing Agencies	RICE UNIVERSITY					*********	Active
Edit Report Address	RIC4369	Financial Services AR	RICE UNIVERSITY				310-123-4567	*********	Active

Wildcards will help with your Search.

- Do the same search for 'Rice University' but this time choose the *Customer Type*: **Financial Services AR** and type in **rice** in the *Customer Name* field. The search returned No Results because there is no customer with just the name of Rice in the system.

This search returned no results

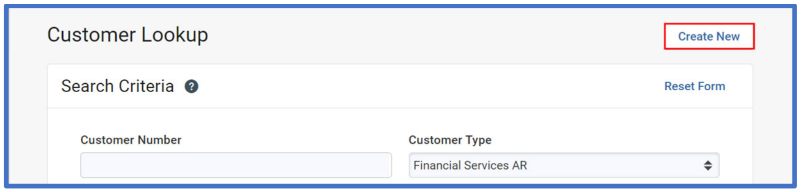
- See ***Using Wildcards in Financial Services KFS AR*** for more information.

Add a New Customer

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.

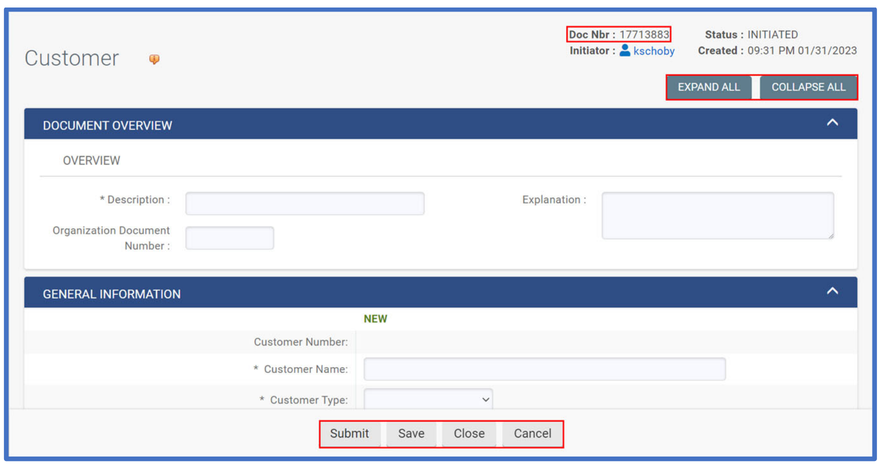
2. Follow steps 1-6 in the ***Search for an Existing Customer*** section.

3. At the *Customer Lookup* page in the *Search Results* section at the bottom of the page, confirm that the Financial Services AR Customer you want to add is **NOT** listed. If the Customer is **NOT** found, click on the **Create New** button found in the upper right-hand corner of the page.



- If the Financial Services AR customer was found, use Edit to make any necessary changes. See ***Edit Customer Information*** for help with how to edit a customer's information.

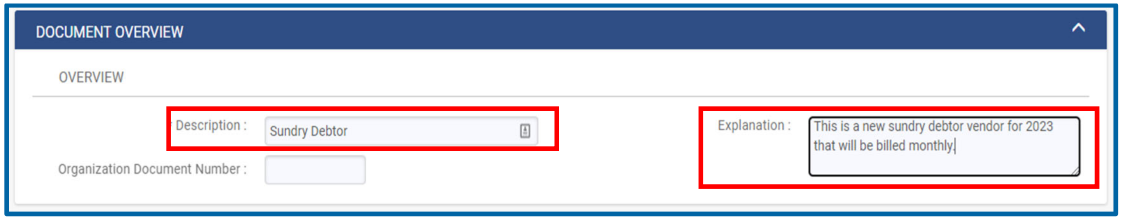
4. A new *Customer document* with a unique Doc Nbr has been created. Using **CAPITAL letters enter the customer information into each section**.



- The form opens with all sections and fields visible. Use the Expand All and Collapse All buttons to toggle between expanded and collapsed views.
- Submit, Save Close and Cancel buttons are found at the bottom of the Page.
- Fields with an asterisk (*) are required.

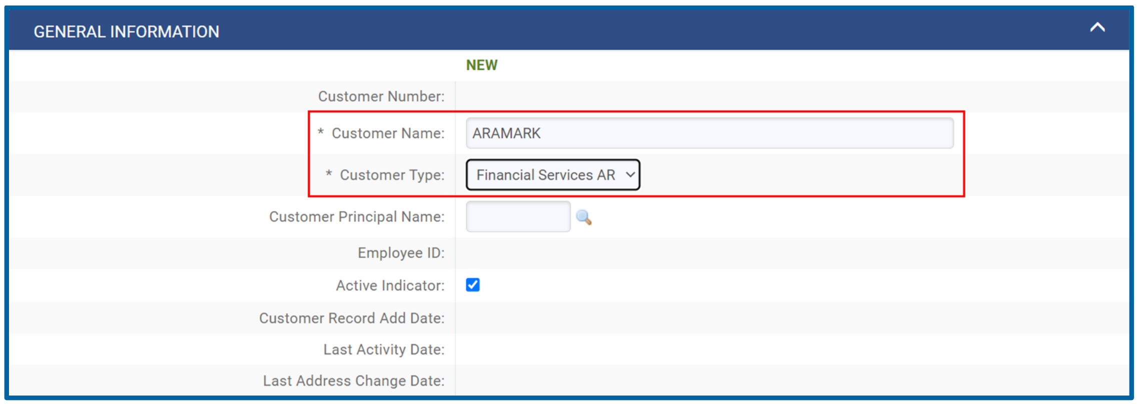
Add a New Customer

- *Document Overview*:



- The *Description* will be either:
  - **Sundry Debtor** or
  - **Third-Party Billing**
- In the *Explanation* field, type a **brief description** about Why you are adding a new vendor / customer.

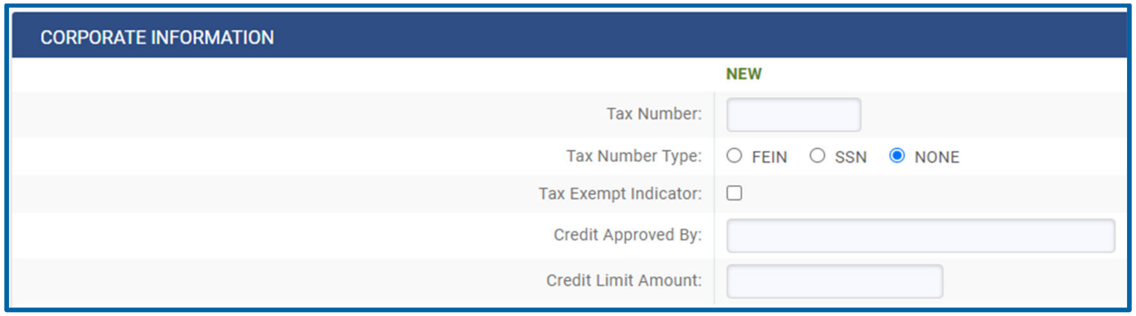
- *General Information*:



- Enter the ***Customer Name***.
- Choose the *Customer Type*: **Financial Services AR**
- Do Not Populate the *Customer Principal Name* field. Leave blank. This is not used for Financial Services AR.

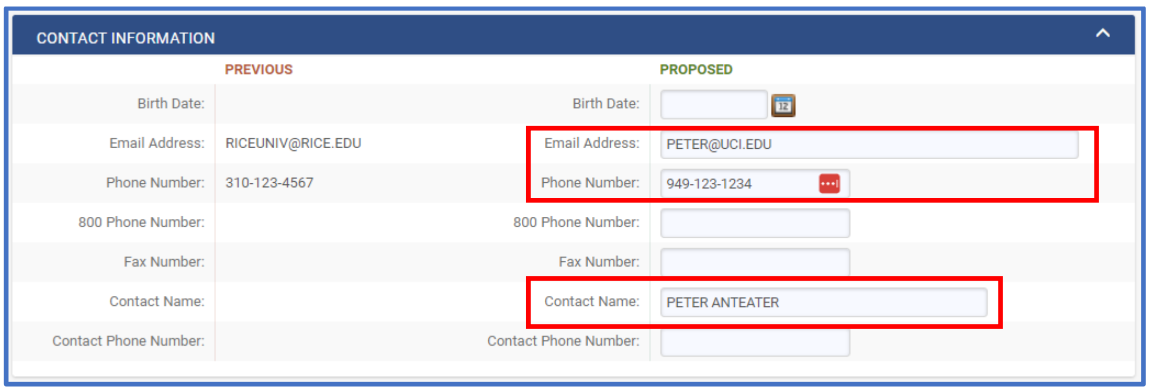
Add a New Customer

- *Corporate Information*:



- Corporate Information is not required. All fields can be left blank.
- If a tax number is added, it will be encrypted/masked after submission.

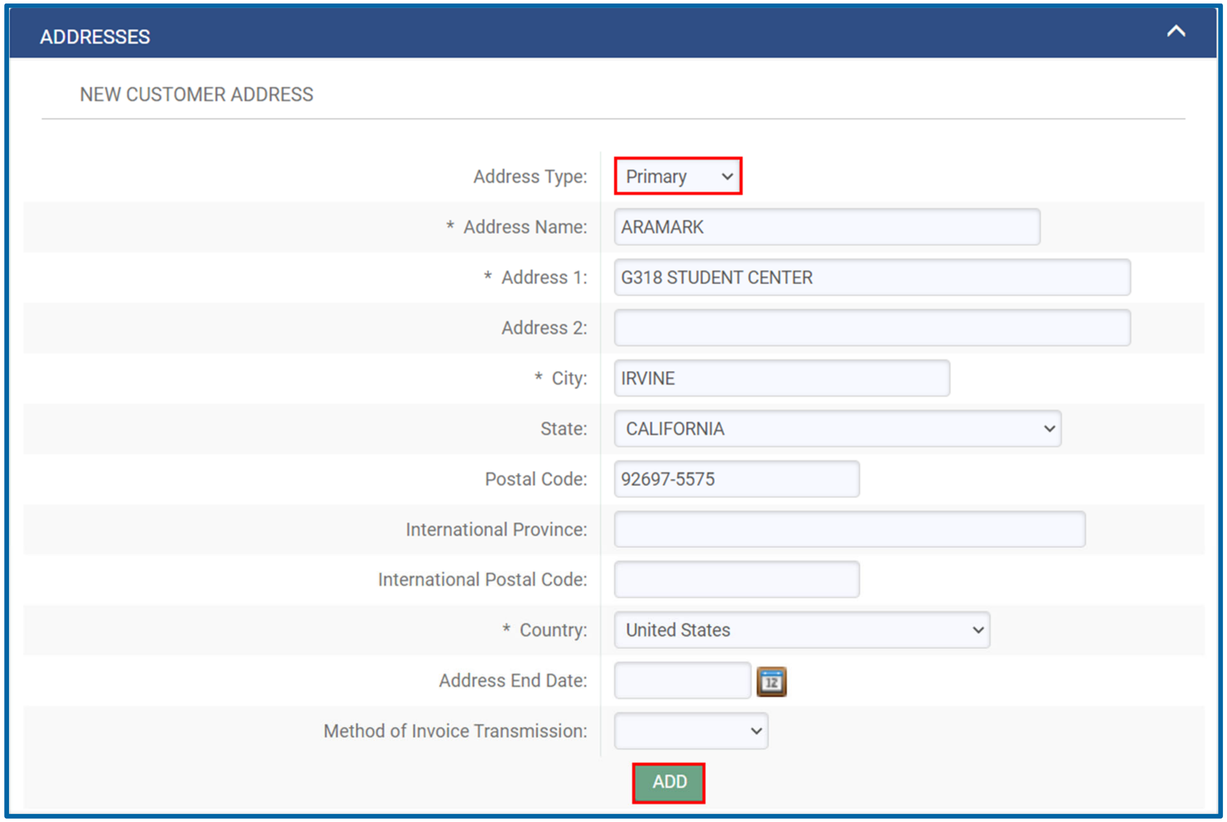
- *Contact Information*:



- **Add Customer Contact Information for the New Customer.**
- You must include a: ***Contact Name*** and either an ***Email Address*** or a ***Phone Number*** (both are preferable).
  - Financial Services will not approve any new customer if both the email address and phone number fields are empty.
- Leave the Birth Date field blank.

Add a New Customer

- *Address*:

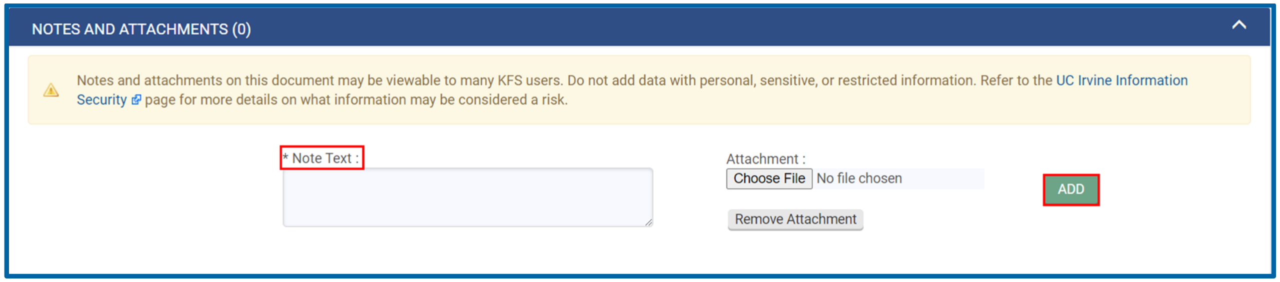


- **Enter the customer's Primary Address** into the *New Customer Address* section. Click the green **ADD** button when complete.
- If the customer has more than one address (alternate or temporary), **add the information** for the **second address** making sure you **choose the correct Address type**. Click the green **ADD** button when complete.

Add a New Customer

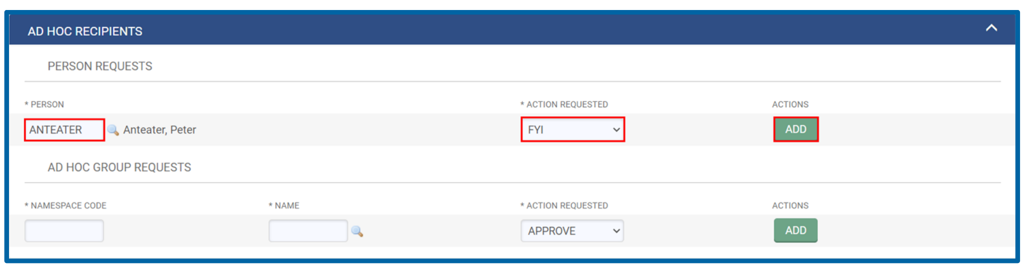
- Note: Method of Invoice Transmission should be blank. It is not used for Financial Services AR.

- *Notes and Attachments* (optional):



  - Correspondence or any other relevant information about the customer can be added here. The max upload size = 5 MB per file and Note Text is required for each attachment that you upload.
  - Note, any information added here is internal to UCI only. It will not be sent to customers.
  - <u>Do NOT add any personal, sensitive, or restricted information into this section</u>.

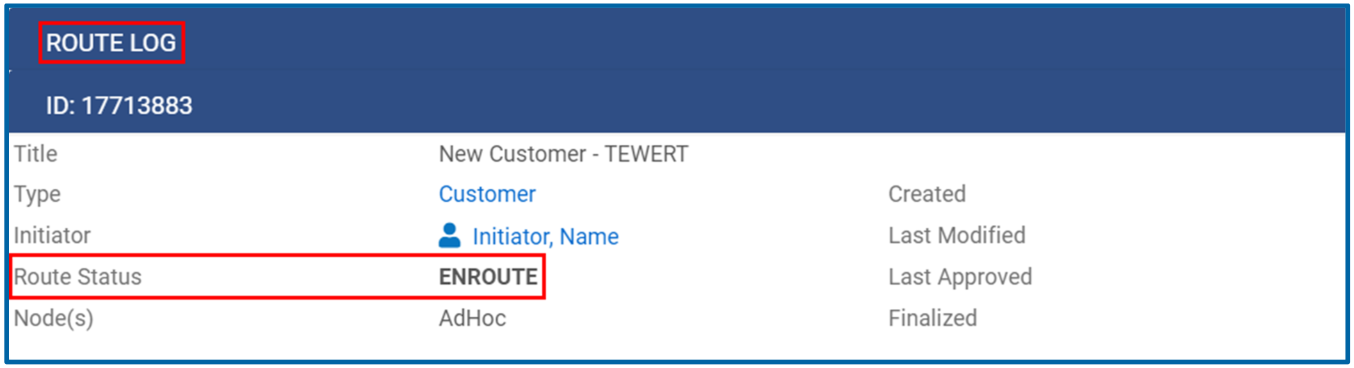
- *Ad Hoc Recipients* (optional):



  - All new customer requests route to Financial Services for approval. If you want to also notify someone else of the submission add the person and choose the <u>*Action Requested*</u> type of **FYI,** then click the green **ADD** button.

Add a New Customer

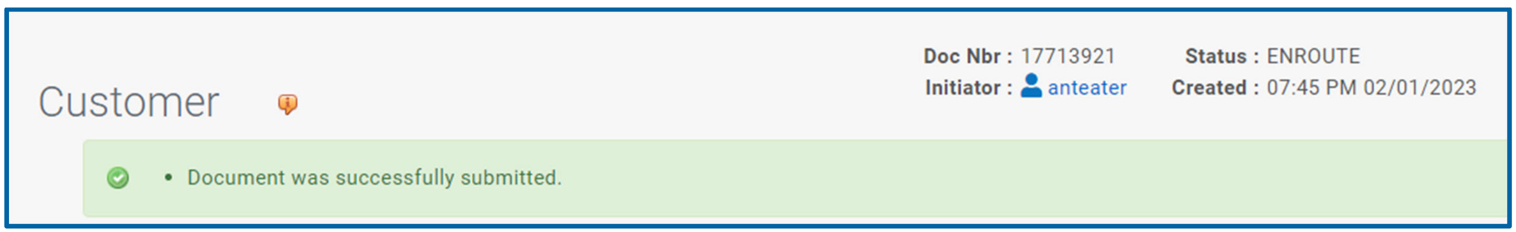
- *Route Log* (informational only):



  - Routing information will update here once the document has been saved.

5. After all information is entered, click the **Save** button, **check for any errors at the Top of the page, correct the errors** and click on **Save**. If there are no errors, click **Submit**.

- You will see a message at the top of the page telling you that the Document was successfully submitted.



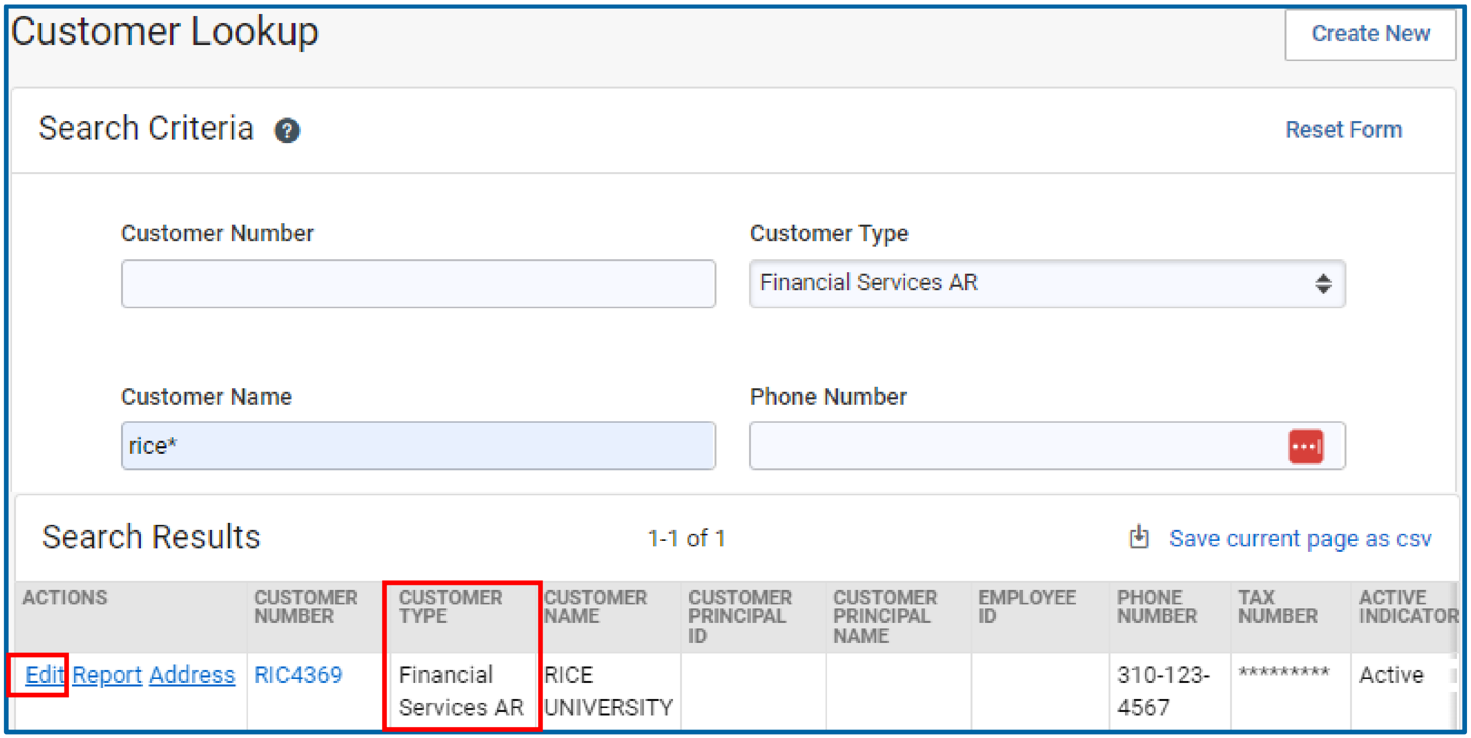
- Your New Customer request will be routed to Financial Services for approval. They will review all submissions within 1 business day.

6. Check the Route Log to verify that that the New Customer has been approved.

- See ***Use Doc Search to View the Route Log*** for help with how to check your route log.

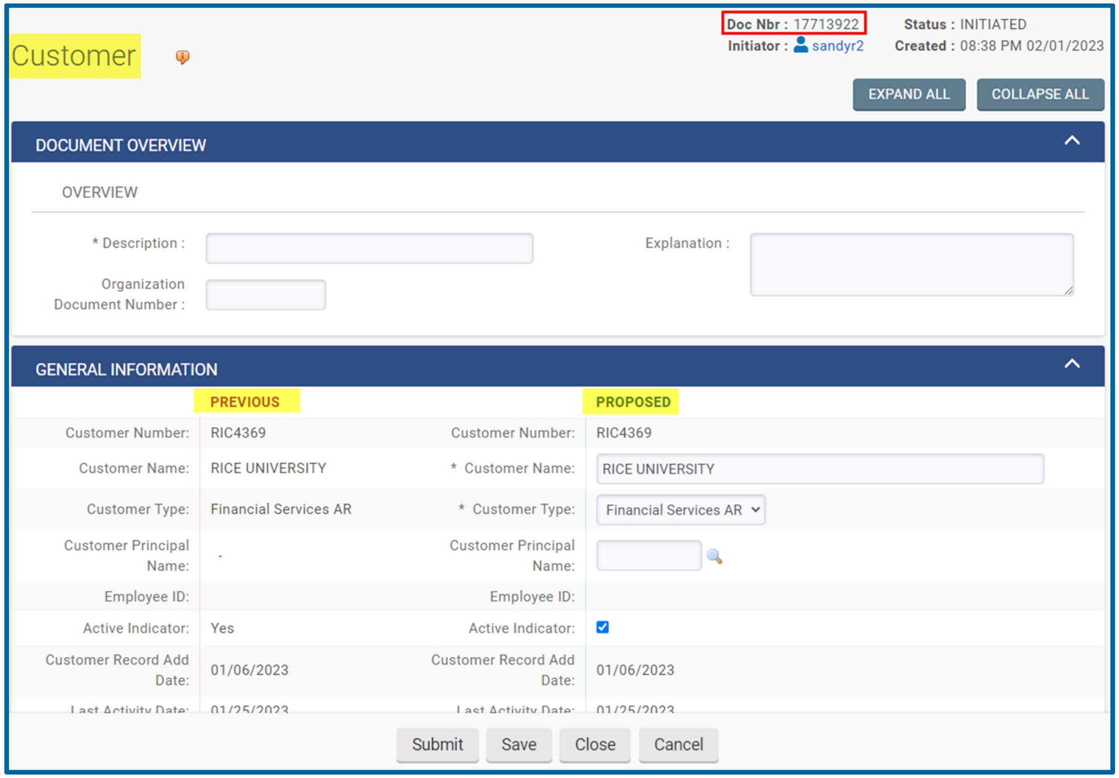
Edit an Existing Customer

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. Follow steps 1-6 in the ***Search for an Existing Customer*** section.
3. At the *Customer Lookup* page in the Search Results section at the bottom of the page under *ACTIONS*, click on the **Edit** link next to the customer whose information needs to be edited.
   - Reminder: be sure to verify that the customer has a **Customer Type** of **Financial Services AR** before clicking on edit.



Edit an Existing Customer

4. A new *Customer edit document* with a new Doc Nbr has been created. Using **CAPITAL letters enter all customer changes in the** *PROPOSED* column on the right-hand side of the page. Prior/Current customer information will be pre-populated on the left-side of the page in the *PREVIOUS* Column.



- The form opens with all sections and fields visible. Use the Expand All and Collapse All buttons to toggle between expanded and collapsed views.
- Submit, Save Close and Cancel buttons are found at the bottom of the Page.
- Fields with an asterisk (*) are required.

Edit an Existing Customer

- *Document Overview*:

DOCUMENT OVERVIEW

OVERVIEW

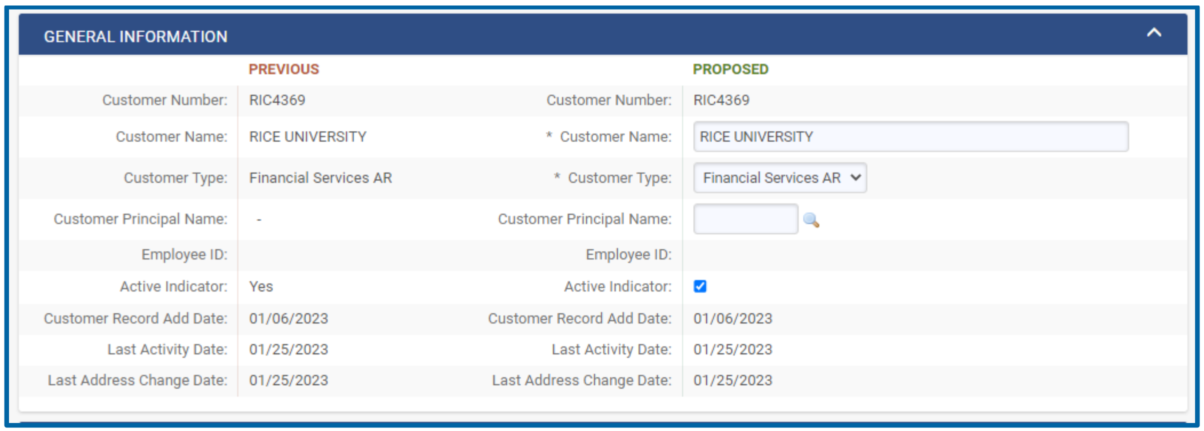
* Description : Sundry Debtor

Organization Document Number :

Explanation : Submitting a customer change to update the Customer Address.

- The *Description* will be either:
  - **Sundry Debtor** or
  - **Third-Party Billing**
- In the *Explanation* field, type a **brief description** about Why you are submitting a vendor / customer change request.

- *General Information*:



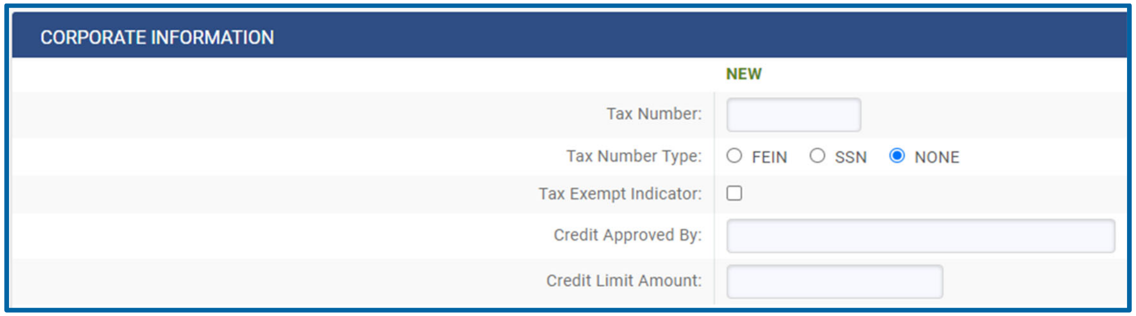
GENERAL INFORMATION

	PREVIOUS		PROPOSED
Customer Number:	RIC4369	Customer Number:	RIC4369
Customer Name:	RICE UNIVERSITY	* Customer Name:	RICE UNIVERSITY
Customer Type:	Financial Services AR	* Customer Type:	Financial Services AR
Customer Principal Name:	-	Customer Principal Name:	
Employee ID:		Employee ID:	
Active Indicator:	Yes	Active Indicator:	☑
Customer Record Add Date:	01/06/2023	Customer Record Add Date:	01/06/2023
Last Activity Date:	01/25/2023	Last Activity Date:	01/25/2023
Last Address Change Date:	01/25/2023	Last Address Change Date:	01/25/2023

- The *Customer Type* is always **Financial Services AR**. Do NOT change.
- Use the *Active Indicator* field to change the vendor / customer status from Active to Inactive.

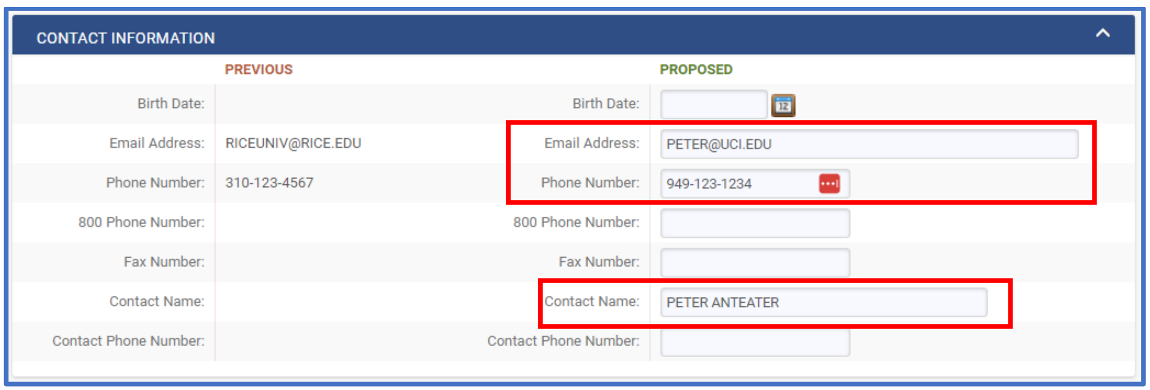
Edit an Existing Customer

- *Corporate Information*:



- Corporate Information is not required. All fields can be left blank.
- If a tax number is added, it will be encrypted/masked after submission.

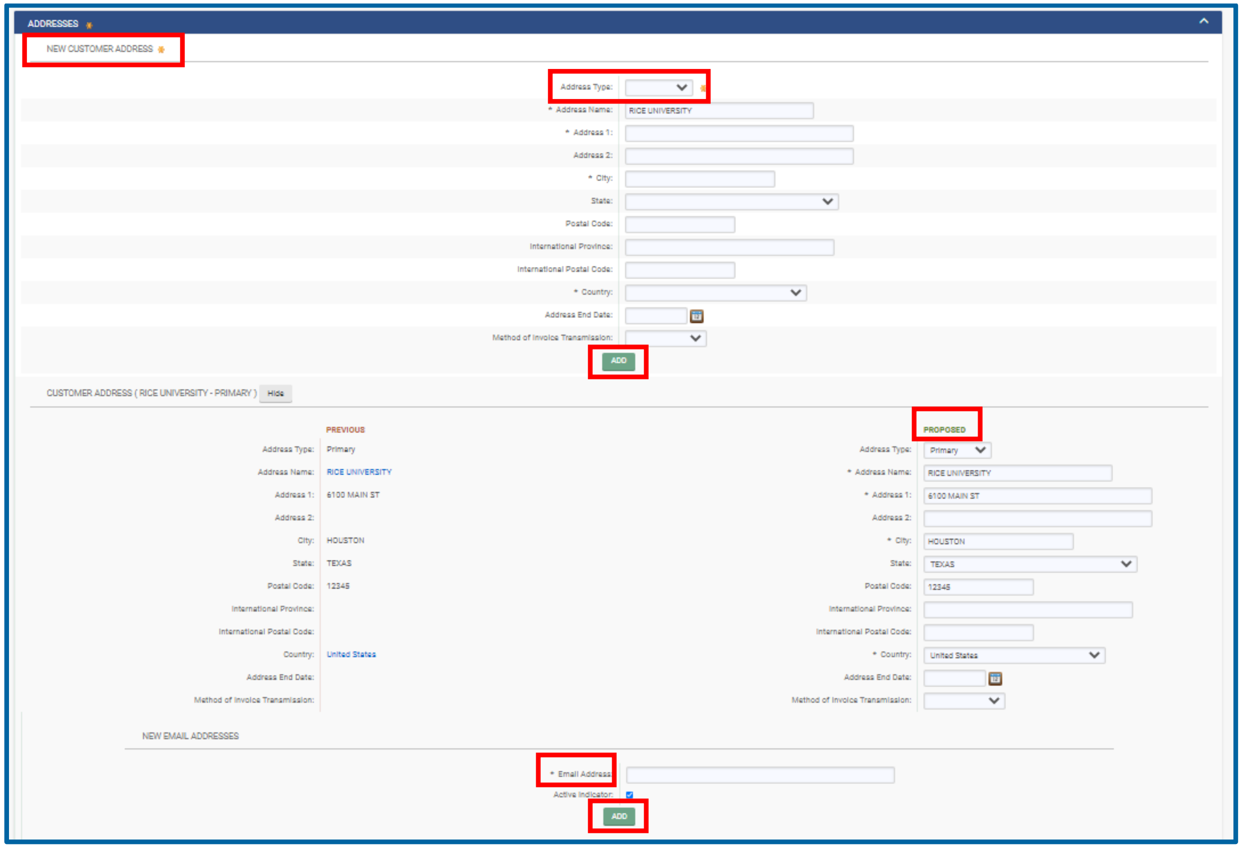
- *Contact Information*:



- Contact Information must always include a ***Contact Name*** and either an ***Email Address*** or a ***Phone Number*** (both are preferable).
  - Financial Services will not approve any new customer if both the email address and phone number fields are empty.
- Leave the Birth Date field blank.

Edit an Existing Customer

- *Address*:



- If there is a new *Customer Address*, **type the new address information in the** *New Customer Address* section being sure to choose the appropriate Address Type. Click the green ADD button once you have made the updates.

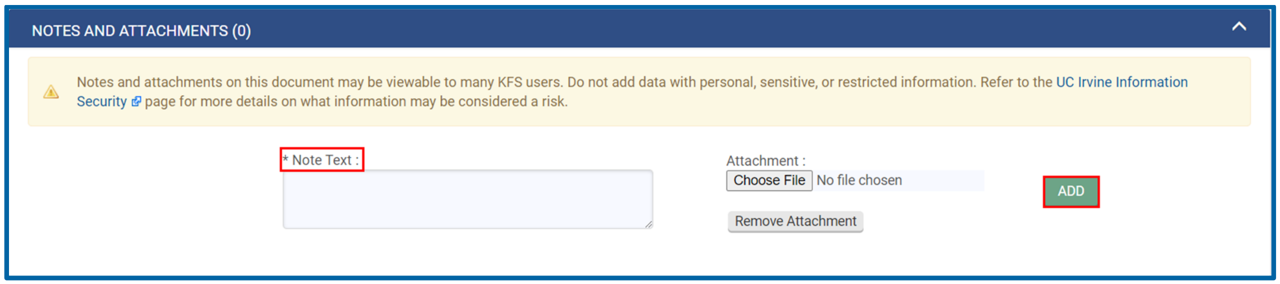
- If a change to a *Customer Address* is needed, find the address that needs to be changed and **type your edits in the PROPOSED column**.

- Email address is a required field when changing an address.

- Method of Invoice Transmission is not used.

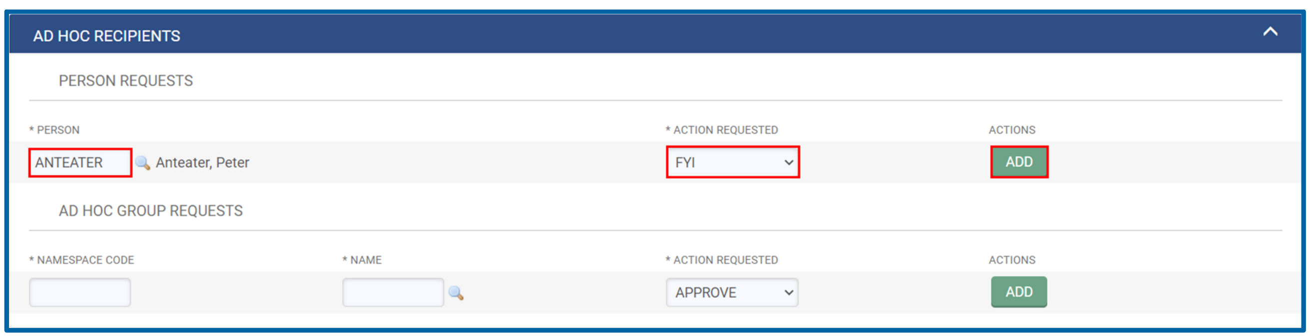
Edit an Existing Customer

- *Notes and Attachments* (Optional):



  - Correspondence or any other relevant information about the customer can be added here. The max upload size = 5 MB per file and Note Text is required for each attachment that you upload.
  - Note, any information added here is internal to UCI only. It will not be sent to customers.
  - <u>Do NOT add any personal, sensitive, or restricted information into this section</u>.

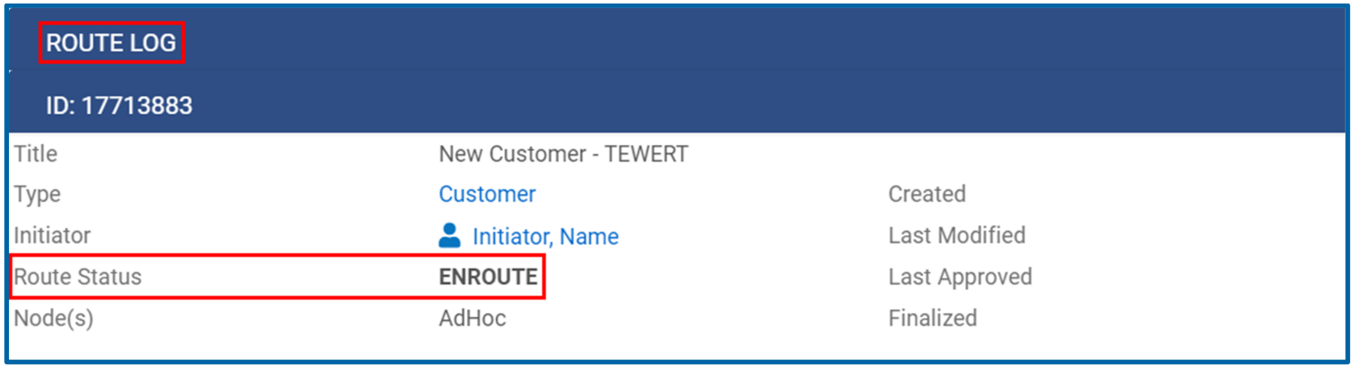
- *Ad Hoc Recipients* (optional):



  - All change customer requests route to Financial Services for approval. If you want to also notify someone else of the submission add the person and choose the *<u>Action Requested</u>* type of **FYI,** then click the green **ADD** button.

Edit an Existing Customer

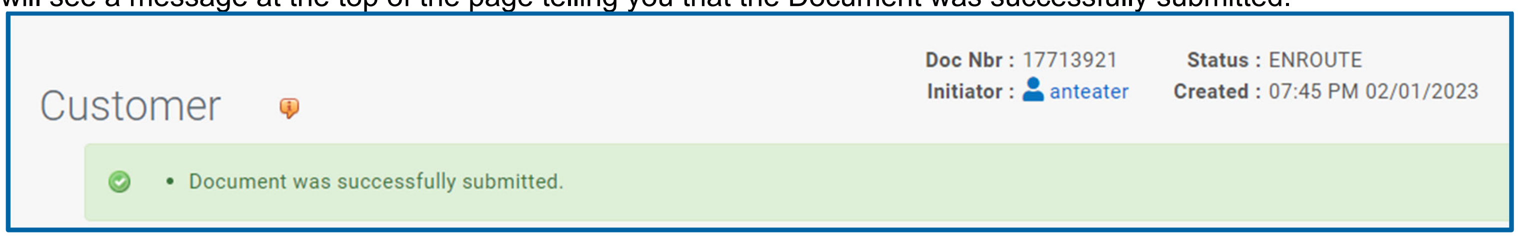
- *Route Log* (informational only):



  - Routing information will update here once the document has been saved and submitted.

5. After all information is entered, click the **Save** button then **check for any errors at the Top of the page**. **Correct any errors** and click **Save**. Once there are no errors, click the **Submit** button at the bottom of the page.

- You will see a message at the top of the page telling you that the Document was successfully submitted.



- Your Customer Change Request will be routed to Financial Services for approval. They will review all submissions within 1 business day.

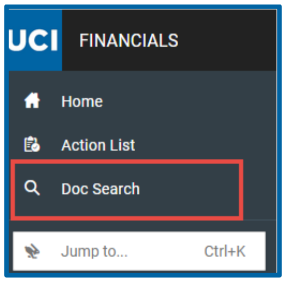
6. Check the Route Log to verify that that the change Customer request has been approved.

- See ***Use Doc Search to View the Route Log*** for help with how to check your route log.

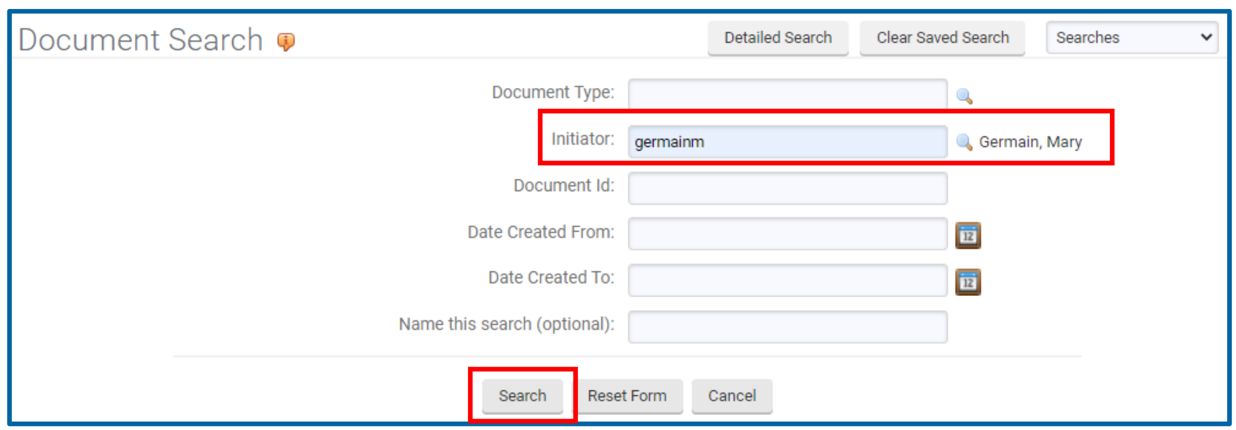
Use Doc Search to View the Route Log

You need to check the status of your Financial Services KFS AR submissions to ensure that your documents have been approved by Financial Services and are in a FINAL or PROCESSED status.

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. From the *KFS Homepage*, click on ***Doc Search*** found in the left-side navigation menu.



3. At *Document Search* enter your **UCInetID** in the *Initiator* field.
4. Click the **Search** button.



Use Doc Search to View the Route Log

5. Find the customer in the *Search Results* section at the bottom of the page.
   - Look at the *Title* column for the type of document such as:
     - New Customer – XYZ: is a new customer add request.
     - Edit Customer – XYX: is a change customer request.
     - Customer Invoice – Fin Svc: is a customer invoice.
       - Look in the *Status* column: a status of Final indicates that the submitted request has been approved and is ready for use.
       - Click on the **Document ID** link to view the submitted document including the full route log details.
       - Click on **View** in the Route Log column to see just document routing information. You can view all actions taken (past) and all pending action requests (if still enroute) here.

Search Results

1-3 of 3

Document Id	Document Type	Title	Status	Application Document Status	Initiator	Date Created	Route Log
17713568	Customer	Edit Customer - update phone number	FINAL		Germain, Mary	01/20/2023 08:41 AM	View
17713545	Customer Invoice	Customer Invoice - Fin Svc: IR-6306 COLFUTURO	FINAL		Germain, Mary	01/19/2023 03:39 PM	View
17713542	Customer	New Customer - THIRD PARTY BILLING	FINAL		Germain, Mary	01/19/2023 03:27 PM	View

Export options: CSV | spreadsheet | XML

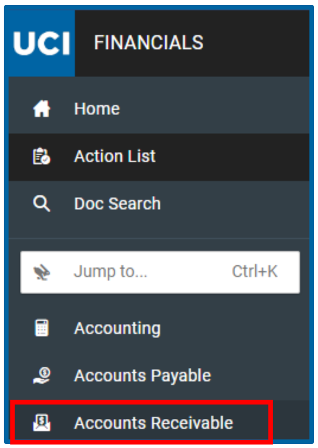
Create a Customer Invoice

The University Invoice is the method used by university departments to fill for the following:

- Sundry Debtors: Goods and services, fines, claims for reimbursement, and other miscellaneous obligations due the University.
- Third-Party Sponsors: Payments due from Third-Party Sponsors – e.g., College Prepaid Plans. State programs, Department of Veterans Affairs, Private Programs, etc. – for student tuition and fees.

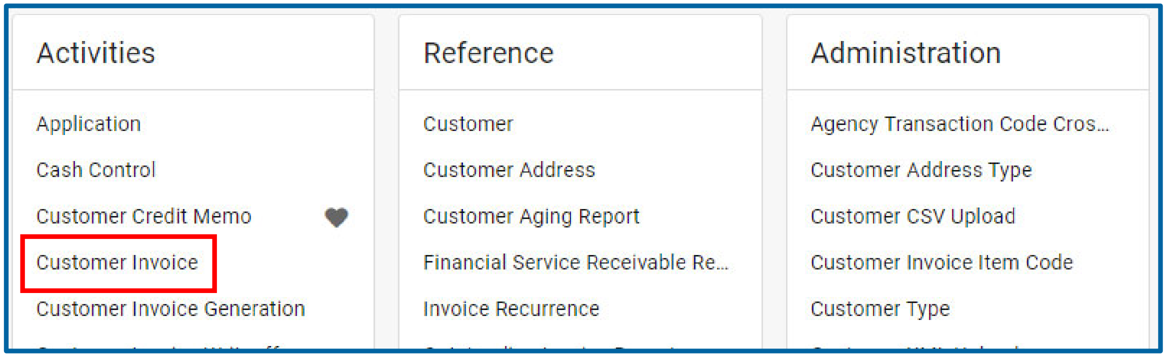
In order to bill Sundry Debtor and Third-Party Billing Customers, you must create a Customer Invoice and send it to the customer once it has been approved. Prior to creating the invoice, the Primary Billing Org must be added to Financial Services KFS AR. Email nonstudentar@uci.edu for the request and approval to add Org's if they are not there.

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. From the *KFS Homepage*, click on ***Accounts Receivable*** found in the left-side navigation menu.

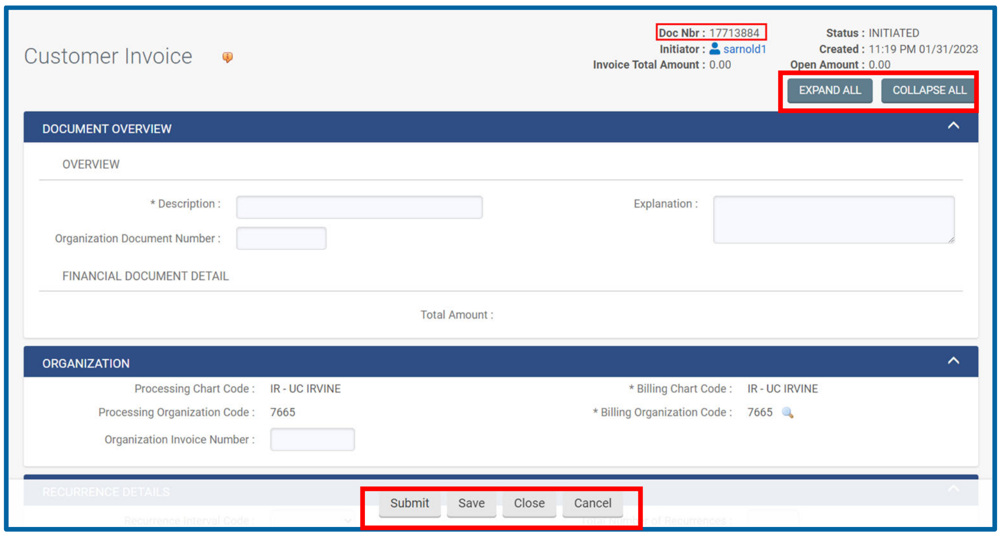


Create a Customer Invoice

3. At the *Accounts Receivable* page, click on **Customer Invoice**, found in the *Activities* section in the left-hand side of the page.



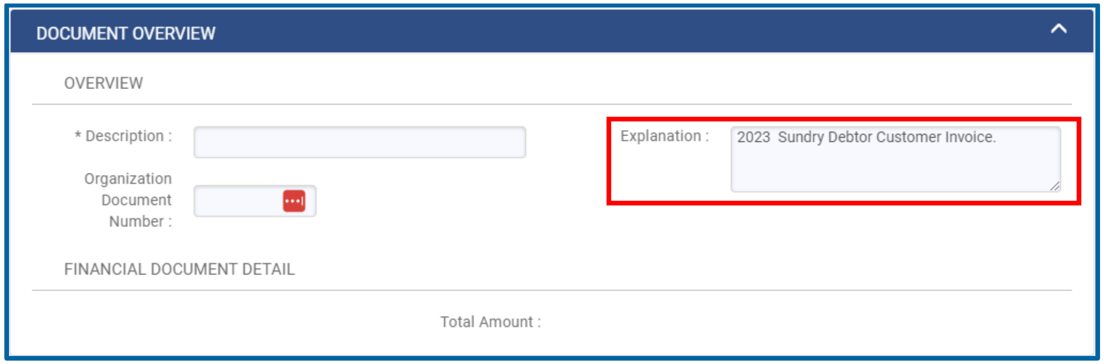
4. A new *Customer Invoice document* with a unique Doc Nbr has been created. <u>The Document Number is the Invoice Number</u>. Using **CAPITAL letters enter the invoice information into each section**.



- The form opens with all sections and fields visible. Use the Expand All and Collapse All buttons to toggle between expanded and collapsed views.
- Submit, Save Close and Cancel buttons are found at the bottom of the Page.
- Fields with an asterisk (*) are required.

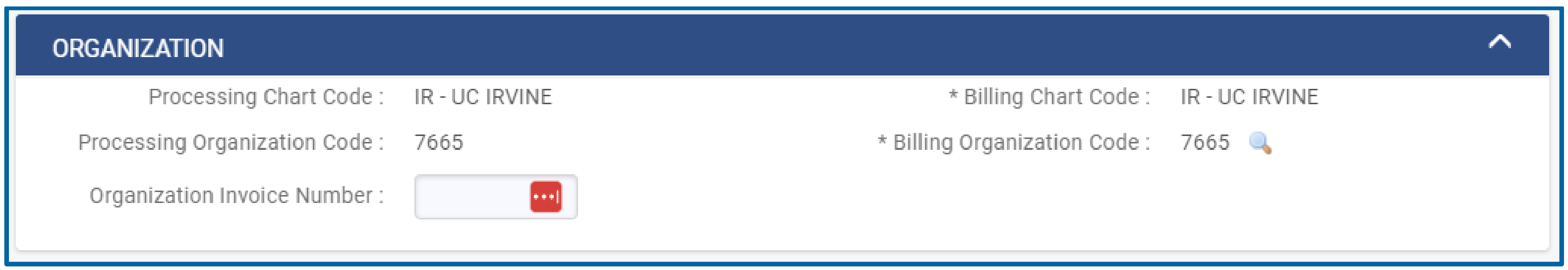
Create a Customer Invoice

- *Document Overview*:



- The *Description* should be left blank as this field will auto-populate after the customer number is entered and the document is saved.
- In the *Explanation* field, type a **brief description** about Why you are creating the invoice. This is for internal use only. It will not appear on the invoice.

- *Organization:*



- *Processing Organization Code*: Should always be IR-7665 (Financial Services AR)
- *Billing Organization Code*: This field populates based on your default Primary Org. Use the Billing Org Code lookup field to change the org if you bill for more than one organizational unit.
  - If the billing organization code is not found when you do a lookup, please contact nonstudentar@uci.edu for help.
- *Organization Invoice Number*: No information needs to be entered here. This field can be used by the department to enter any special department tracking/invoice information should you need to include that type of information on the customer invoice.

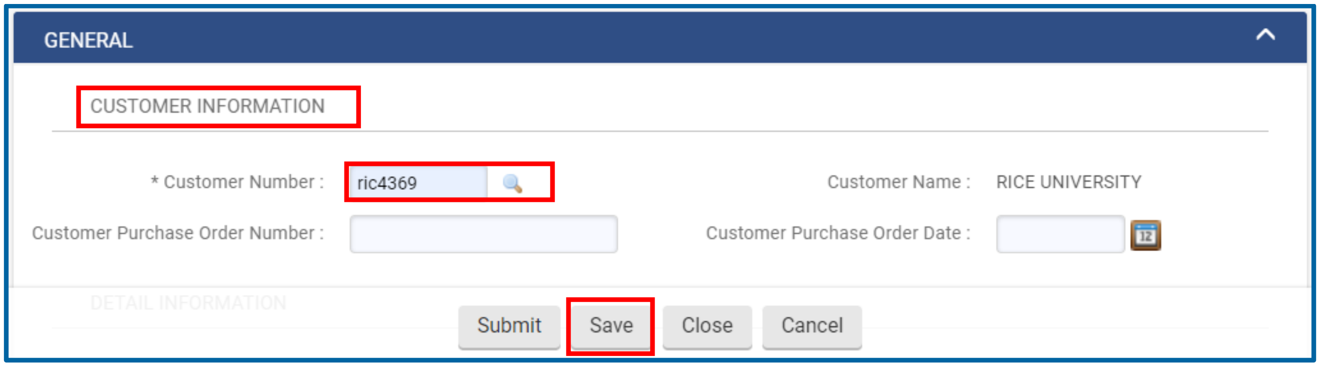
Create a Customer Invoice

- *Recurrence Details*:

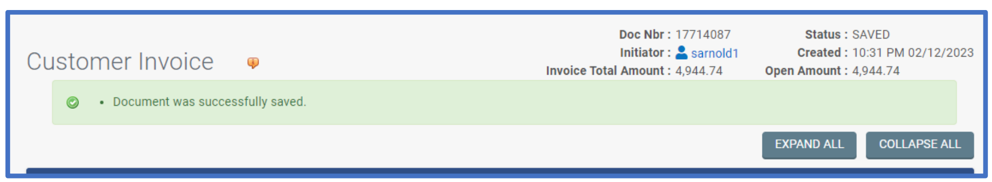
- This optional section allows you to create recurring invoices to the same customer, same address and for the same amount at Monthly or Quarterly intervals for up to a year.
  - *Recurrence Interval Code*: Choose **Monthly** or **Quarterly**.
  - *Recurrence Begin and End Date*: Enter the first invoice date (must be at least one business day past the date you are creating the invoice) and the last invoice date (the last business date that the invoice will go out).
  - *Active Indicator*: Click inside the box to add a check mark.
  - *Total Number of Recurrences*: This field will automatically upon invoice submission with the correct number of Recurrences based on the recurrence begin and end dates entered.
  - *Invoice Initiator*: Using only ***lower-case letters***, enter the UCInetID of the invoice initiator.

Create a Customer Invoice

- *General*:
  - *Customer Information*:



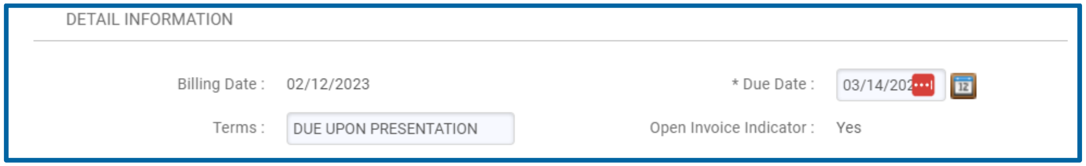
- <u>*Customer Number*</u>: **Type in the Customer Number** or use the search icon to open the Customer Lookup screen. When the customer number is entered, the customer's name will auto-populate.
  - Click the **SAVE** button at the bottom of the page to save your work. You will see a notice at the top of the page letting you know that the document was successfully saved. Clicking SAVE at this time auto-populates the description field. Continue to periodically SAVE the document as you continue to work on the invoice.



- <u>*Customer Purchase Order Number & Date:*</u> Enter this information if applicable. <u>It will appear on the invoice if entered</u>.

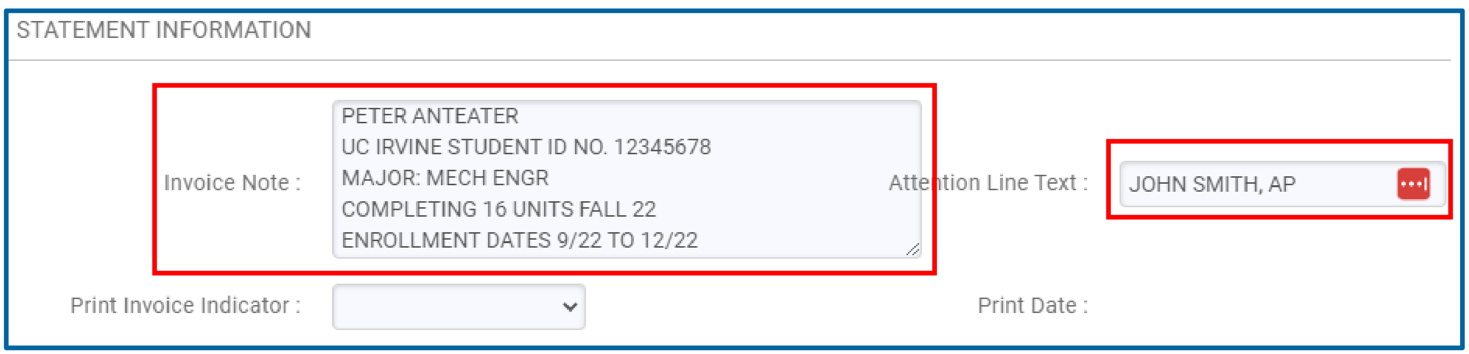
Create a Customer Invoice

- *Detail Information:* Do Not change of the information here.



  - *Billing Date*: The billing date will show as the invoice creation date.
  - *Due Date*: The Due Date will default to 30 days from the Billing Date.
  - *Terms*: The Terms are always DUE UPON PRESENTATION.
  - *Open Invoice Indicator*: This defaults to Yes. The invoice will be open for payments.

- *Statement Information*:

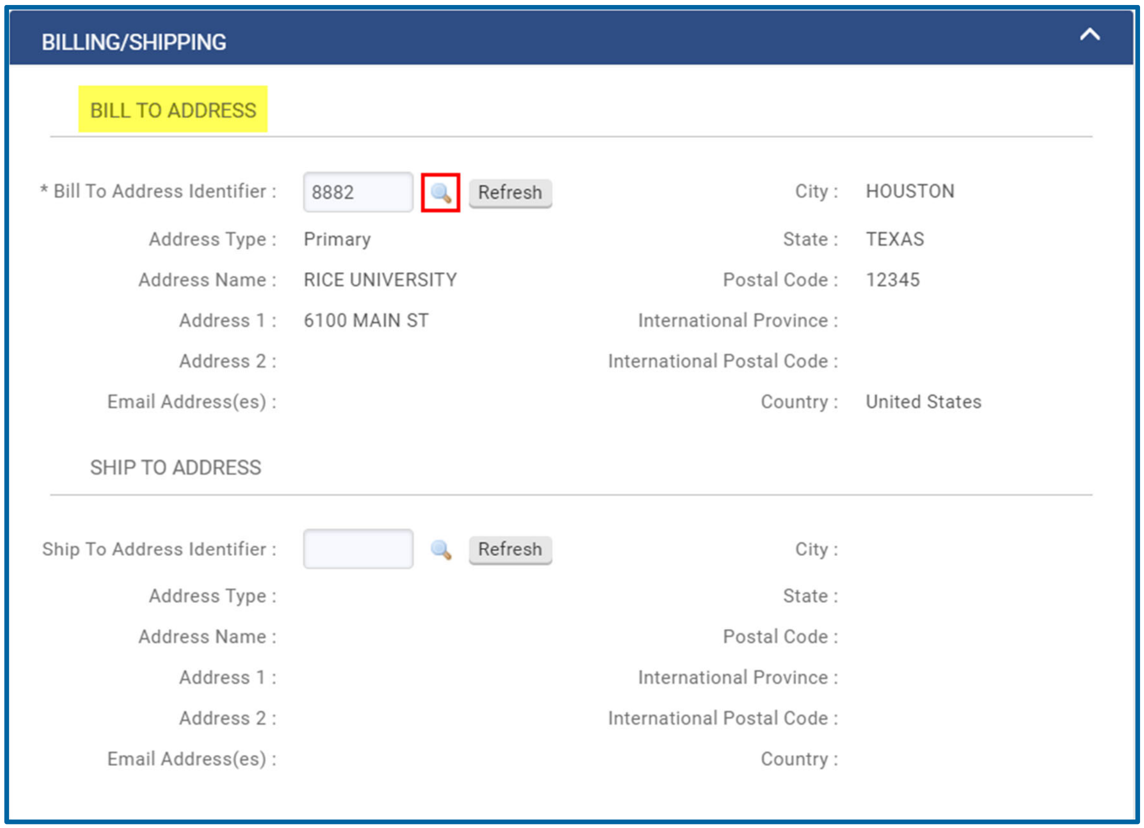


  - *Invoice Note*: **Type in any relevant information about the invoice that you may want the customer to see.** This will appear on the invoice so pay attention to spelling, grammar, etc. There is a max character limit of 370 characters.
  - Attention Line Text: **Enter the name of the party that should receive the invoice**. This will appear on the invoice above the address.

Create a Customer Invoice

- *Statement Information* continued:
  - *Print Invoice Indicator*: This is not used. There is no need to change the setting.
  - *Print Date*: This will automatically populate when you print an approved invoice.

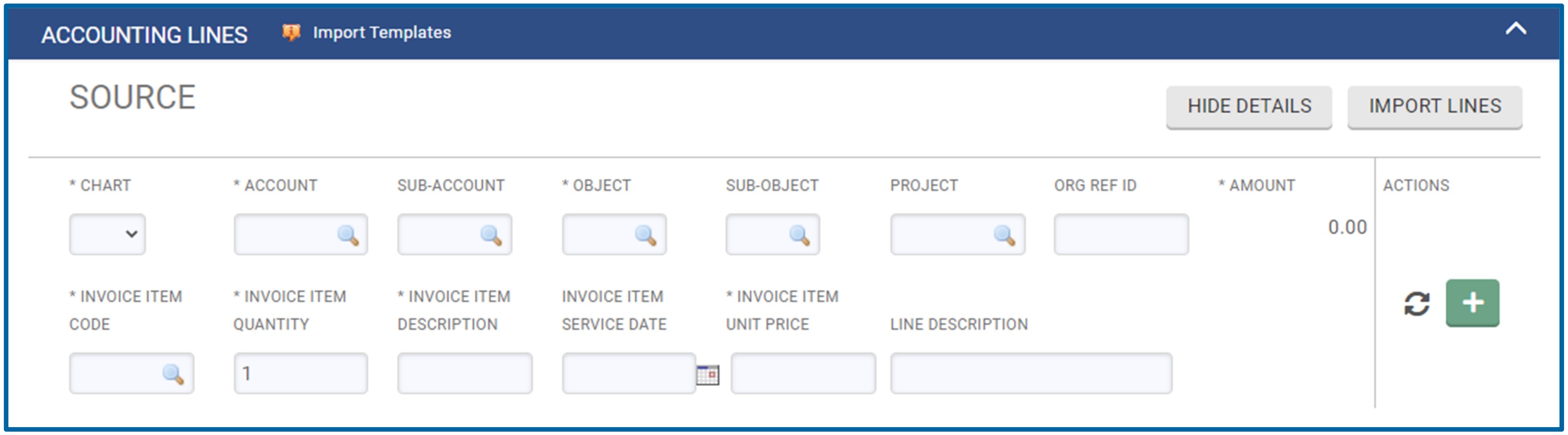
- *Billing/Shipping*:



- *Bill to Address*:
  - *Bill to Address Identifier*: This auto-populates to the Primary Address of the Customer. It can be changed from Primary Address to an Alternate or Temporary Address using the lookup glass next to the Bill to Address Identifier field.
- *Ship to Address*: This is not used and should be left blank.

Create a Customer Invoice

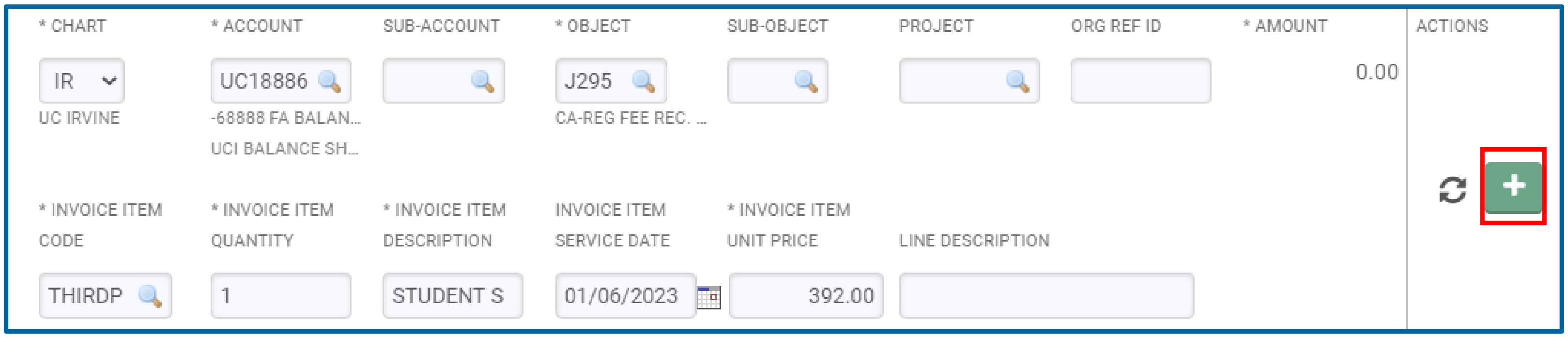
- *Accounting Lines*:
  - **Fill in the Accounting Lines with your department accounting information** (department income or receivable account).



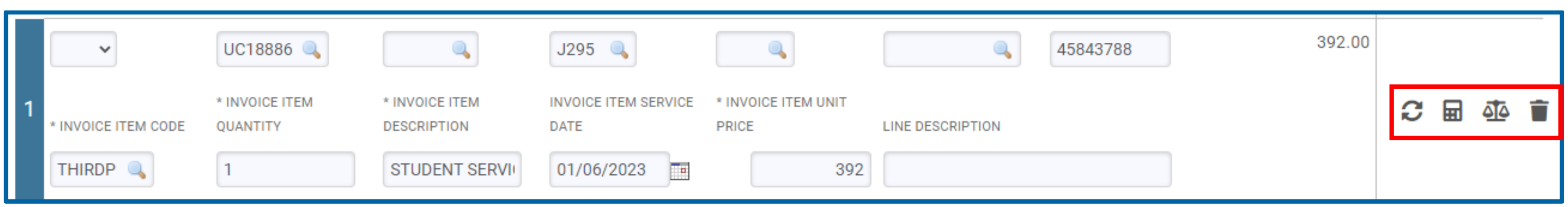
  - The following fields are required for each accounting line:
    - *Chart*: **IR**
    - *Account*: G/L account
    - *Object Code*: G/L object code
    - *Invoice Item Code*: Use only **SUNDRY** or **THIRDP** depending on your type of invoice.
    - *Invoice Item Quantity*: line-item quantity that pre-populates to 1.
    - *Invoice Item Description*: Enter a short description for the item that you are billing.
    - *Invoice Item Unit Price*: line-item price.

Create a Customer Invoice

- *Accounting Lines* continued:
  - *Invoice Item Service Date*: This is an optional field. If you have a service date, such as the start date of the term if billing ThirdP, you can enter that here.
  - *Line Description*: This is an optional field and is used to create the General Ledger Pending Entries. If you enter multiple line descriptions, you will have multiple General Ledger Pending Entries. If Line Description is not entered, the document description is used to create the General Ledger Pending Entries.
  - Once all information for the account line has been entered, click on the green **plus sign.**

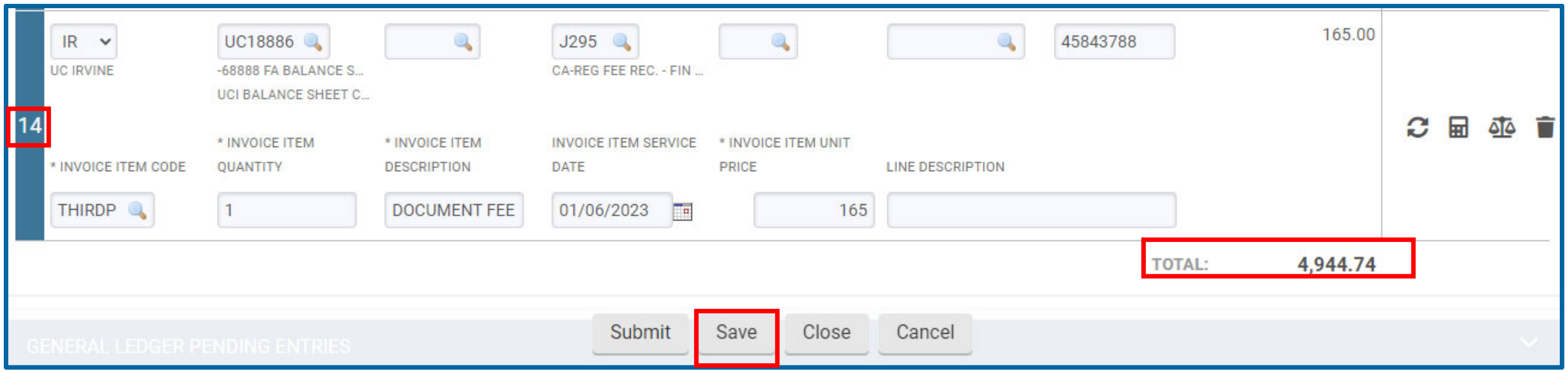


  - The line item is added with a sequencing number of 1. Continue adding line items as necessary.
  - Use the tool icons in the right-hand side of the entry to make adjustments such as deleting a line or adjusting an amount for an already added line item. The Refresh/Recalculate button calculates tax when you select the tax indicator. It also refreshes all information for the accounting line when changes are made. Use the trash can to delete the line item if it was added in error.



Create a Customer Invoice

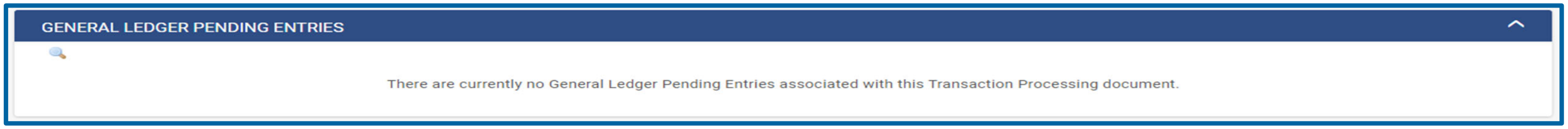
- *Accounting Lines* continued:
  - The Customer Invoice can only display 14 accounting lines of data. If more lines are needed, please contact Financial Services at nonstudentar@uci.edu for help.
  - The Total Invoice Amount will display at the bottom of the section. **Verify that each of the accounting line items as well as the invoice amount total is correct**. Click **SAVE**.



  - You can also use an Import Template to import multiple accounting line entries. See ***Using a Template to Upload Accounting Information***.

Create a Customer Invoice

- *General Ledger Pending Entries*:
  - The information is populated after you enter the Accounting Lines and SAVE the document. Note, the information will clear from this section once the entries are posted to the General Ledger.

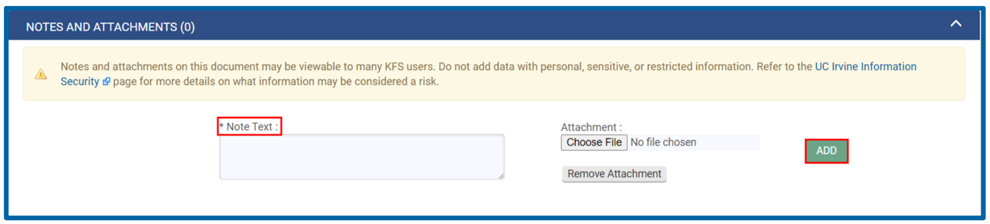


  - An example of the General Ledger Pending Entries for a Saved or Enroute document.

GENERAL LEDGER PENDING ENTRIES

SEQ #	FISCAL YEAR	CHART	ACCOUNT	SUB-ACCOUNT	OBJECT	SUB-OBJECT	PROJECT	DOC TYPE	BALANCE TYPE	OBJ. TYPE	AMOUNT	D/C
2	2023	IR	UC18886	-----	J295	---	----------	INV	AC	AS	5,125.74	C
1	2023	IR	UC18885	-----	J278	---	----------	INV	AC	AS	5,125.74	D

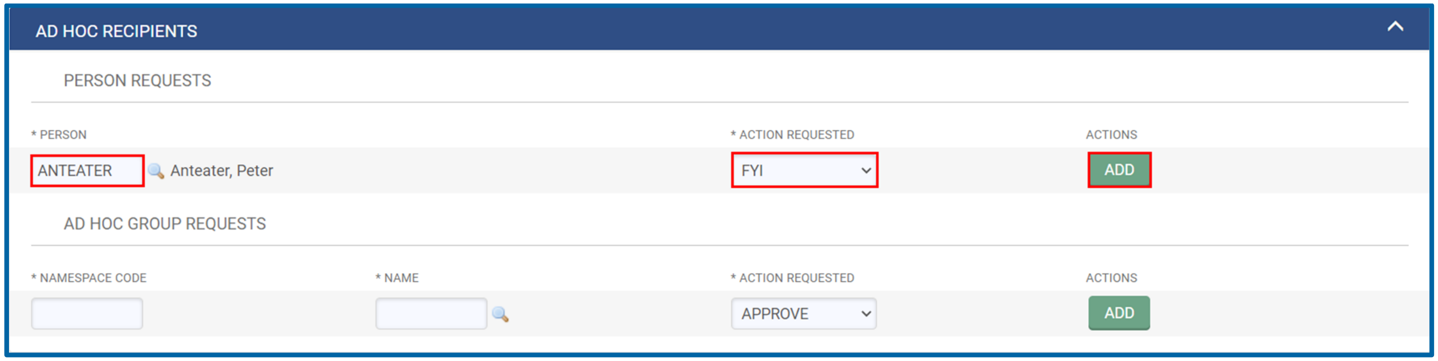
- *Notes and Attachments* (optional):



  - Examples of documents to add are Purchase Orders, Customer Correspondence, anything relevant to the invoice or routing approvals. The max upload size = 5 MB per file and Note Text is required for each attachment that you upload.
  - Note, any information added here is internal to UCI only. It will not be sent to customers.
  - <u>Do NOT add any personal, sensitive, or restricted information into this section</u>.

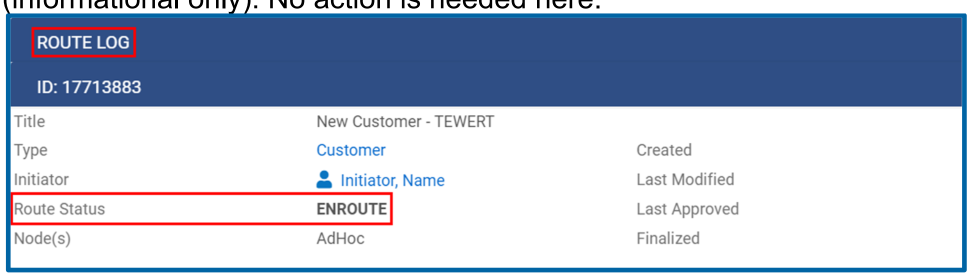
Create a Customer Invoice

- *Ad Hoc Recipients* (optional):



  - The Customer Invoice will route to Financial Services for approval. If you would like an FYI notification to go to another person, use this area to add that information. Do Not use the <u>*Action Requested*</u> type of APPROVE.
    - <u>*Person*</u>: Search for the person you'd like the document to route to.
    - <u>*Account Requested*</u>: Use the drop-down menu and choose FYI.
    - <u>*Actions*</u>: Be sure to click the green **Add** button.

- *Route Log* (informational only): No action is needed here.

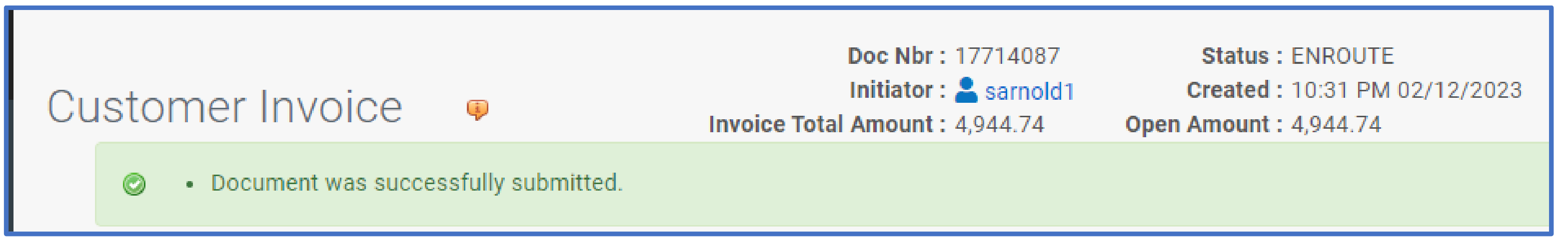


  - Routing information will update here once the document has been saved or submitted.

Create a Customer Invoice

5. After all information has been entered, click the **Save** button then **check for any errors at the Top of the page**. **Correct any errors** and click **Save**. Once there are no errors, click the **Submit** button at the bottom of the page.

- You will see a message at the top of the page telling you that the Document was successfully submitted.
- The Status of Enroute will be displayed in the upper right-hand corner of the page.
- The New Customer Invoice will be routed to Financial Services for approval. They will review all submissions within 1 business day.



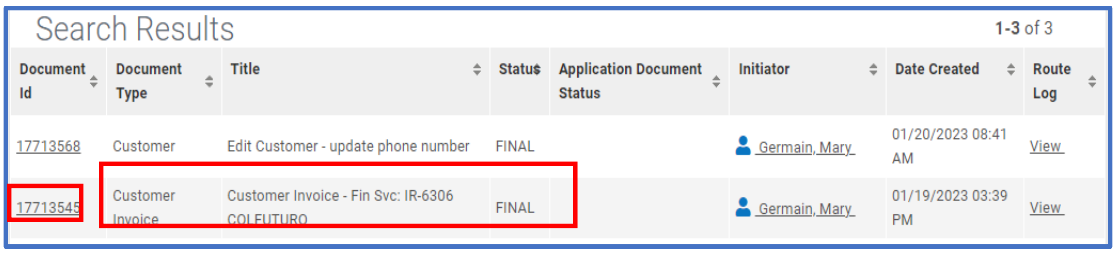
6. Check the Route Log to verify that the New Customer Invoice request has been approved.

- See ***Use Doc Search to View the Route Log*** for help with how to check the route log.

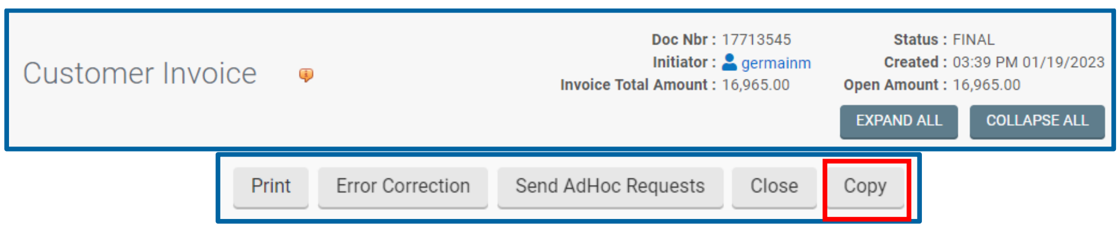
Create a Customer Invoice Using Copy

Finalized / Approved Invoices can be copied to create a new invoice to the same customer, for repetitive template-style billing.

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. Follow steps 1-4 in the ***Use Doc Search to View the Route Log*** section:
3. In the *Search Results* section at the bottom of the page find an invoice that was submitted by looking at the *Title* column for: **Customer Invoice – Fin Svc: 'XYZ'** and the *Document Type* of **Customer Invoice.**

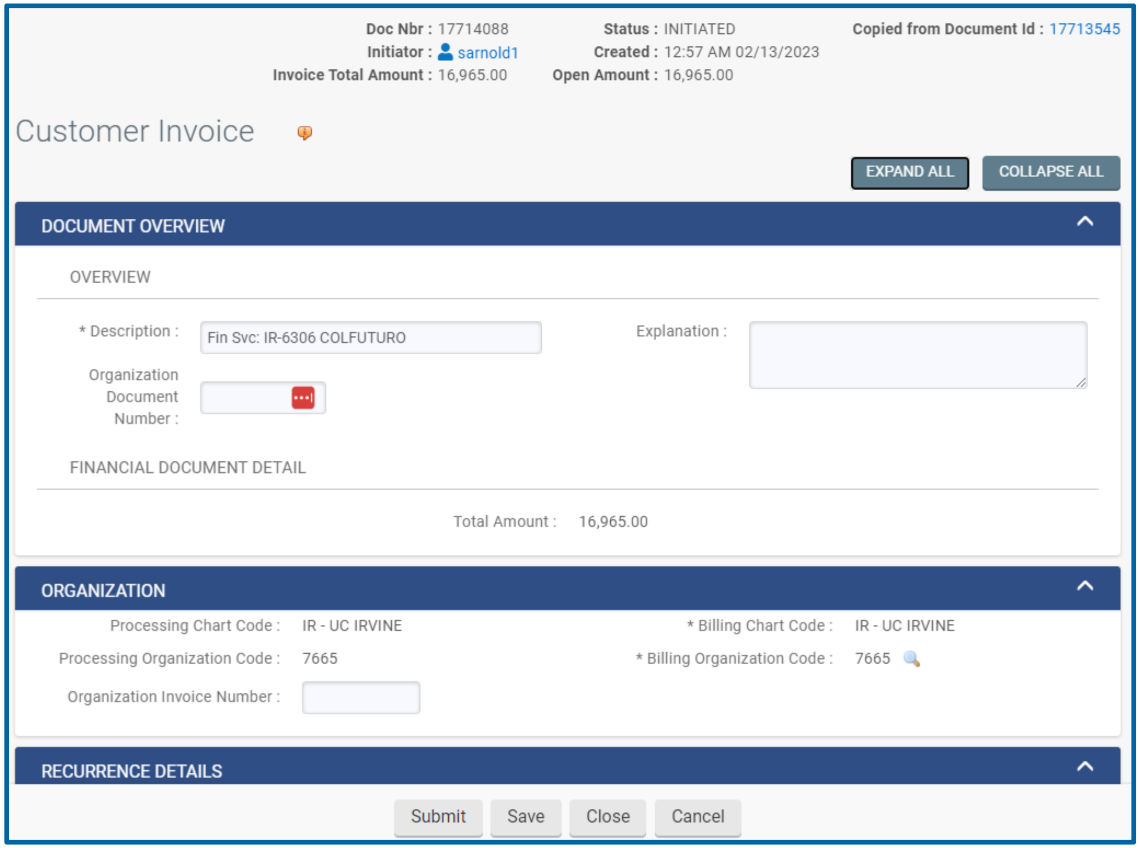


- Look in the *Status* column: a status of Final indicates that the invoice has been approved and can be used to create a copy.
- Click on the **Document ID** link to open the finalized customer invoice.



- The Invoice will open, and you will see a status of Final in the upper right-hand corner.
- Confirm that you are looking at the invoice that you want to copy and click on the **Copy** button at the bottom of the page.

Create a Customer Invoice Using Copy



- Details from the prior invoice are copied to the invoice with a newly created Doc Nbr (Invoice Number).
- The original document id number will be referenced in the new document showing you that you are using a copied invoice to create your new invoice.

4. Follow steps 1-6 in the ***Create a Customer Invoice*** section to edit the fields as necessary to create your new customer invoice.

Using Import Lines to Add Accounting Information to a Customer Invoice

If you have more than a few invoice line items that need to be added to your invoice, you can create the line-item entries by using a csv template file, entering and saving that information to your computer then uploading the accounting lines into the invoice in Financial Services KFS AR using the Import Lines button in the Accounting Lines and Source section of the New Customer Invoice form.

1. To Download a copy of the FS KFS AR Accounting lines template go to Import Line Templates and click Download template for: Financial Services Accounts Receivable (AR).

2. Using Excel:

   - **Fill in the form using your department accounting information** (department income or receivable account) **for each invoice line item**. Note: The Customer Invoice can only display 14 accounting lines of data so no more than 14 lines can be part of the upload file. If more lines are needed, please contact Financial Services at nonstudentar@uci.edu for help.

   - The following *Accounting Line* fields are found in the template.

     - *Chart (required)*: **IR**
     - *Account (required)*: G/L account
     - *Sub-Account (optional)*: G/L sub-account
     - *Object Code (required)*: G/L object code
     - *Sub-Object Code (optional)*: G/L sub-object code
     - *Project (optional): G/L Project code*
     - *Org Ref ID (optional): G/L Org Ref Id*
     - *Invoice Item Code (required)*: **SUNDRY** or **THIRDP** depending on your type of invoice.
     - *Invoice Item Quantity (required)*: Line-item quantity.
     - *Invoice Item Description (required)*: Enter a short description for the item that you are billing.
     - *Item Service Date (optional):* If you have a service date, such as the start date of the term if billing ThirdP, you can enter that here.

Using Import Lines to Add Accounting Information to a Customer Invoice

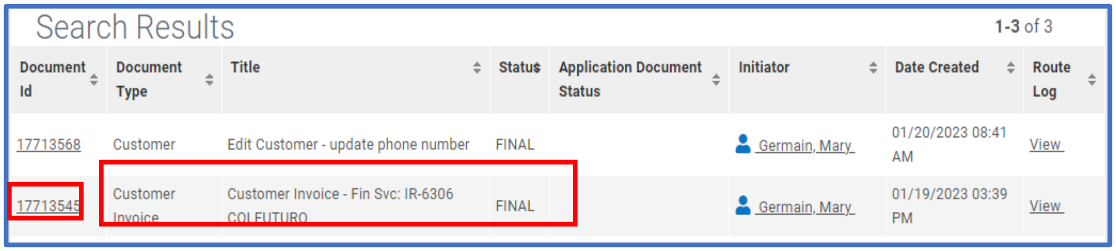
        - *UoM (quantity) (required):* EA.
        - *Invoice Item Unit Price (required)*: Line-item price.
        - *Taxable Indicator* (required): Put "**N**" on all lines.
    - **Delete the header rows** from the file.
    - Once all information is entered and the header rows are deleted, **Save the file with a file type of .csv**.

3. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
4. Follow steps 1-4 in the ***Create a Customer Invoice*** section except instead of manually entering the Accounting Line data as discussed in Step 4, do the following.
    - *Accounting Lines*:
        - *Source*:
            - Click on the **IMPORT LINES** button.
            - Click on the **Choose File** button and navigate to the .csv file that you created.
            - Once the file name is listed next to the Choose File button, click the green **ADD** button. This will import your accounting line items.
                - The Total Invoice Amount will display at the bottom of the section. **Verify that each of the accounting line items as well as the invoice amount total is correct**. Click **SAVE**.
5. Follow steps 5-6 in the ***Create a Customer Invoice*** section to finish your New Customer Invoice.
    - For additional help with importing accounting lines see: Importing Accounting Lines into your FS KFS AR Non-Student Invoice and General Accounting Importing Accounting Lines.

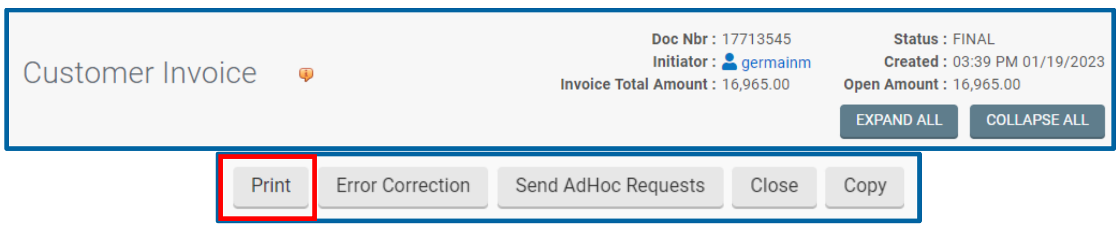
Print & Send Customer Invoices

Department billers must ‘print’ their approved Invoices and send it to their customers.

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. Follow steps 1-4 in the ***Use Doc Search to View the Route Log*** section:
3. In the *Search Results* section at the bottom of the page find the invoice that was submitted by looking at the *Title* column for: **Customer Invoice – Fin Svc: ‘XYZ’** and the *Document Type* of **Customer Invoice.**



- Look in the *Status* column: a status of Final indicates that the new invoice has been approved and is ready to be printed and sent to the customer.
- Click on the **Document ID** link to open the finalized / approved customer invoice.



- The Invoice will open, and you will see a status of Final in the upper right-hand corner.
- Click on the **Print** button at the bottom of the page.

Print & Send Customer Invoices

UCI University of California, Irvine

Invoice

Tax ID

LAW/LLM PROGRAM

Contact: Mary Germain , mgermain@law.uci.edu

Date: 01/19/2023
Invoice No: 17713545
Customer ID: COL4392

Customer:
COLFUTURO
CRA. 15 #37-15
COLOMBIA
BOGATA NIT 800.145

Attention: MARIA

Invoice Note:
Andress , # 2, Spring Semester 2023
Master in LLM
Colfuturo ID No.: 1140873211

PO Number:
PO Date:

Item	Item Code	Item Description	Item Amount
1	THIRDP	# 2 ANDRES B SPRING 2023 SEMESTER	$16,965.00

Payment Terms:

Invoice Total **$16,965.00**

PLEASE REFERENCE THIS INVOICE WITH YOUR PAYMENT

Detach & Return Lower Portion with Payment

University of California, Irvine

Date: 01/19/2023
Invoice No: 17713545
Customer: COL4392
COLFUTURO

Due Date: 03/15/2023
Amount Due: $16,965.00 USD

Remit: UNIVERSITY OF CALIFORNIA - IRVINE
CENTRAL CASHIER
228 ALDRICH HALL
IRVINE, CA 92697

Please make check payable to: "UC Regents". For WIRE payments, please contact: Mary Germain , mgermain@law.uci.edu

000001696500 00017713545 00COL4392 0

- Click the print button will download a PDF version of the customer invoice.
- Find the PDF document, open it and review / verify that the information for accuracy.
    - If you are sending a printed copy of the invoice via USPS or faxing a copy, print the document to paper.
    - If you are emailing the document, close the PDF and email as attachment as normal.
    - Printed Invoices include:
        - Remit Information
        - Invoice Item Descriptions and line items amounts (multiple if added).
        - Invoice Total
        - Department PO Number/Date (if added).
- The Invoice Number = KFS Document Numbers. Customers should reference the invoice number in their payment to UC Regents.

Cancel a Customer Invoice

You can cancel an invoice that is in Final status and No payment has been applied to the invoice by using Error Correction.

- This is a full invoice reversal only. If there has been a payment on the invoice, it cannot be cancelled using Error Correction.
  - See ***Customer Credit Memo*** if you need to adjust an amount on an invoice that has a payment made to it.
- When using Error Correction, the General Ledger entries that posted when the original invoice was created will be reversed.

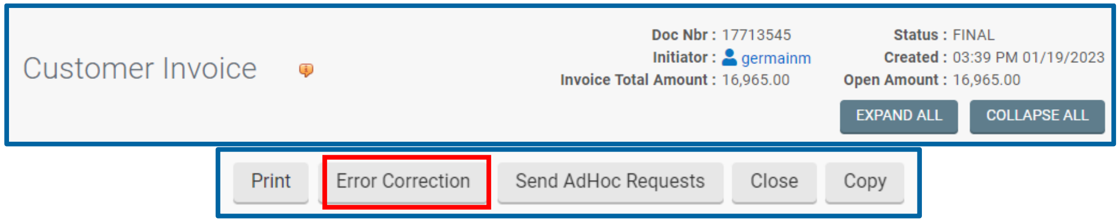
1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. Follow steps 1-4 in the ***Use Doc Search to View the Route Log*** section:
3. In the *Search Results* section at the bottom of the page find the invoice that was submitted by looking at the *Title* column for: **Customer Invoice – Fin Svc: 'XYZ'** and the *Document Type* of **Customer Invoice.**

Search Results 1-3 of 3

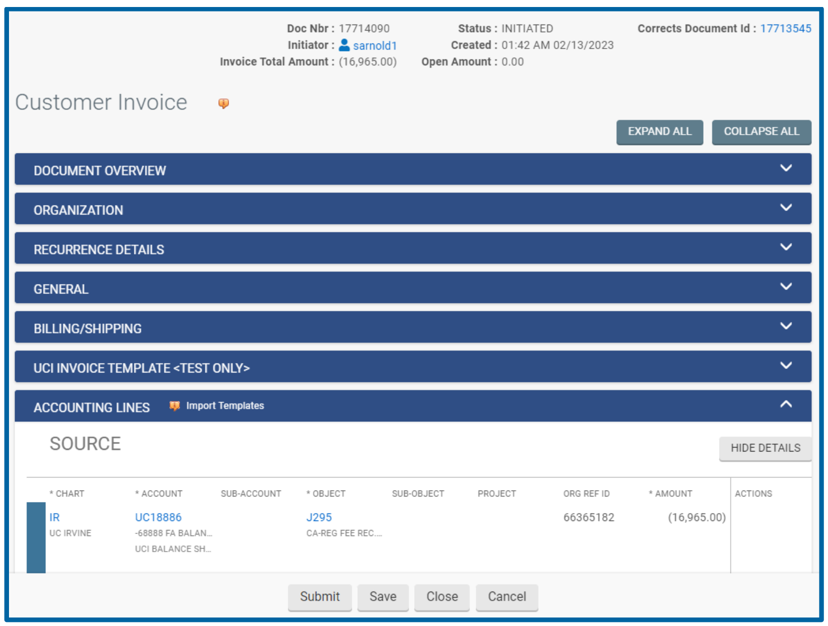
Document Id	Document Type	Title	Status	Application Document Status	Initiator	Date Created	Route Log
17713568	Customer	Edit Customer - update phone number	FINAL		Germain, Mary	01/20/2023 08:41 AM	View
17713545	Customer Invoice	Customer Invoice - Fin Svc: IR-6306 COLFUTURO	FINAL		Germain, Mary	01/19/2023 03:39 PM	View

- Look in the *Status* column: a status of Final. indicates that the invoice has been approved.
- Click on the **Document ID** link to open the finalized customer invoice.

Cancel a Customer Invoice

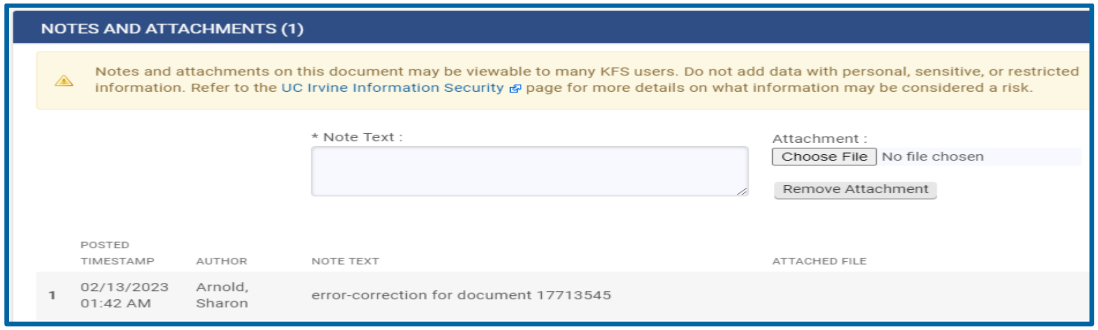


- The Invoice will open.
- Confirm that you are looking at the invoice that you want to Cancel.
- Confirm that the Invoice Total Amount and the Open Amount are the same.
- To cancel the invoice, click the **Error Correction** button at the bottom of the page.



- Details from the prior invoice are copied to anew correction document with a newly created Doc Nbr.
- The original document id number will be referenced in the new document showing you that you are correcting/cancelling that document.
- The new invoice amount will be a full reversal of the original invoice amount.
- The Invoice Total Amount and the Accounting Line-Item Amounts will show a negative amount to reflect the cancellation and reversal of the original entries.
- You may not change any part of the cancellation / error correction invoice.

Cancel a Customer Invoice



- When the Error Correction (Customer Invoice Cancellation) is created, the Notes and Attachments section will notate it is an error-correction and include the prior Customer Invoice document number.
.

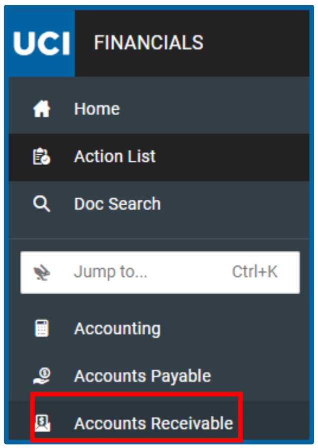
4. Click the **Save** and **Submit** buttons at the bottom of the page.
    - Your Invoice Cancellation request will be routed to Financial Services for approval. They will review all submissions within 1 business day.
    - After the cancellation is approved, a new (correct) Customer Invoice should be created if you still need to bill the Customer.
5. Check the Route Log to verify that your cancellation request has been approved.
    - See ***Use Doc Search to View the Route Log*** for help with how to check the route log.

Customer Credit Memo

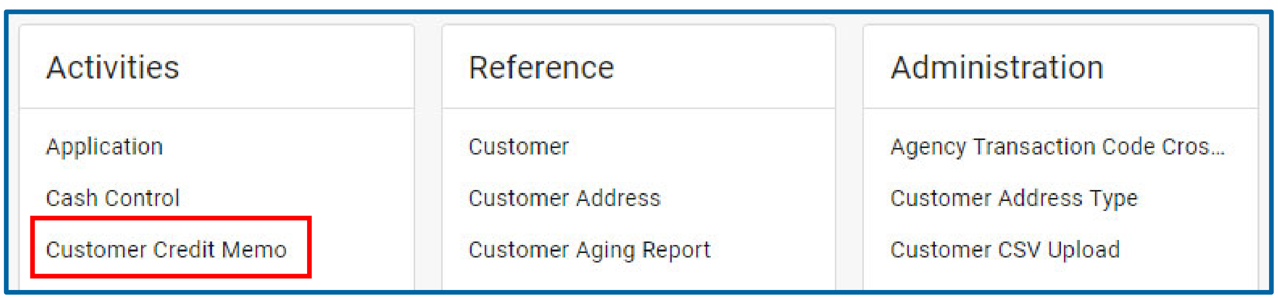
A customer credit memo is used to cancel a charge on a customer invoice. It can only be entered against an open customer invoice with an outstanding balance. The customer credit memo applies a credit against the invoice. It is not considered a payment. It is a credit of a full or partial line-item amount on the Customer's invoice. You cannot use Customer Credit Memo on a fully paid invoice.

1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.

2. From the *KFS Homepage*, click on ***Accounts Receivable*** found in the left-side navigation menu.

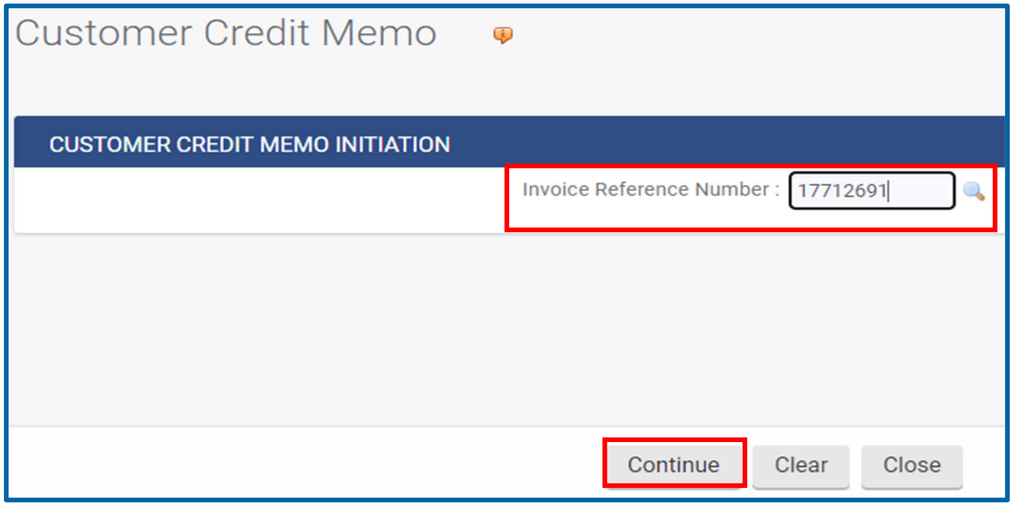


3. At the *Accounts Receivable* page, click on ***Customer Credit Memo,*** found in the *Activities* section in the left-hand side of the page.



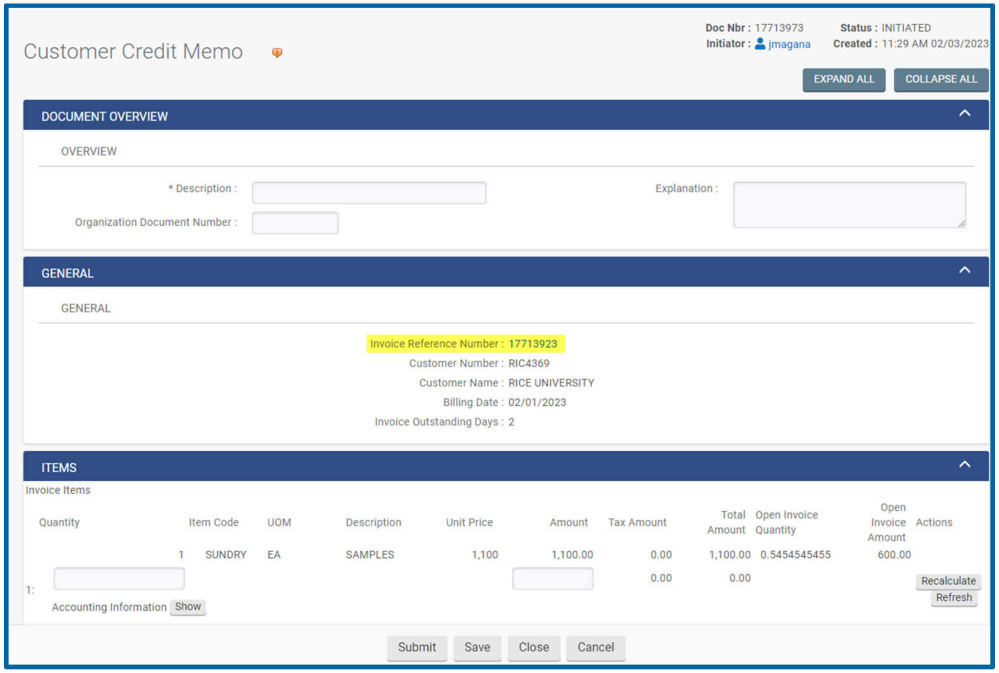
Customer Credit Memo

4. The *Customer Credit Memo Initiation* screen opens, input the **Customer Invoice Number** in the Invoice Reference Number field, and click the **Continue** button at the bottom of the page.



Customer Credit Memo

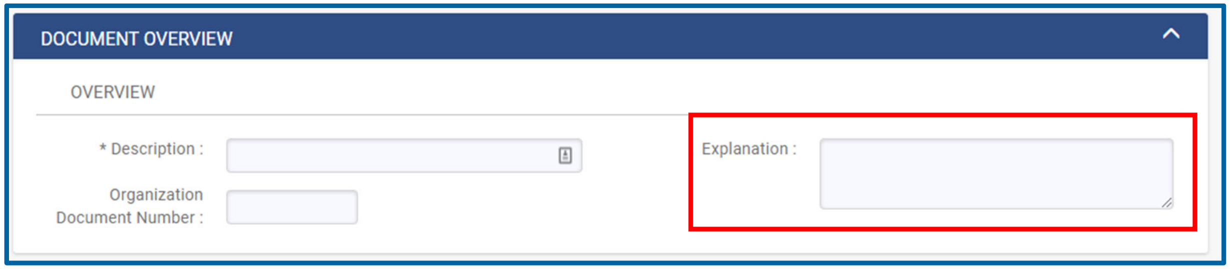
5. A new *Customer Credit Memo document* with a unique Doc Nbr has been created. Using **CAPITAL letters enter the credit information into each section**.



- The New Customer Credit Memo is created with a new Doc Nbr.
- The original Customer Invoice Number is referenced in the General Section of the Customer Credit Memo document.
- The form opens with all sections and fields visible. Use the Expand All and Collapse All buttons to toggle between expanded and collapsed views.
- Submit, Save Close and Cancel buttons are found at the bottom of the Page.
- Fields with an asterisk (*) are required.

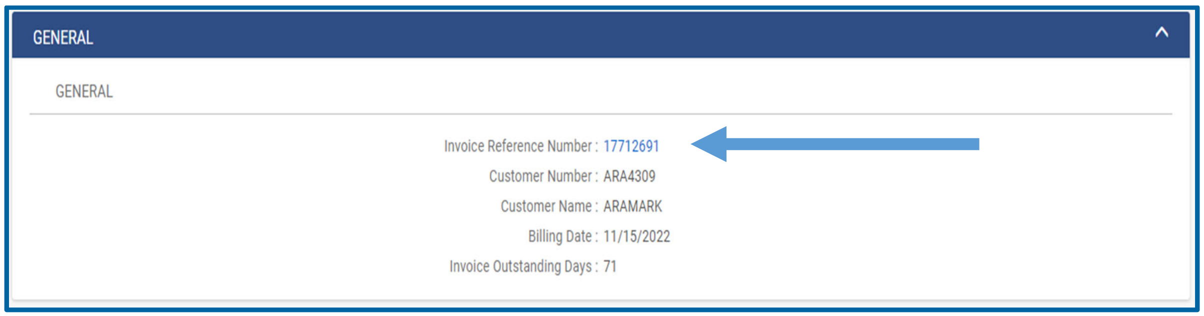
Customer Credit Memo

- *Document Overview*:



- The *__Description__* should be left blank as this field will auto-populate after the customer number is entered and the document is saved.
- In the *__Explanation__* field, type a **brief description** about Why you are creating the credit memo document. This is for internal use only.

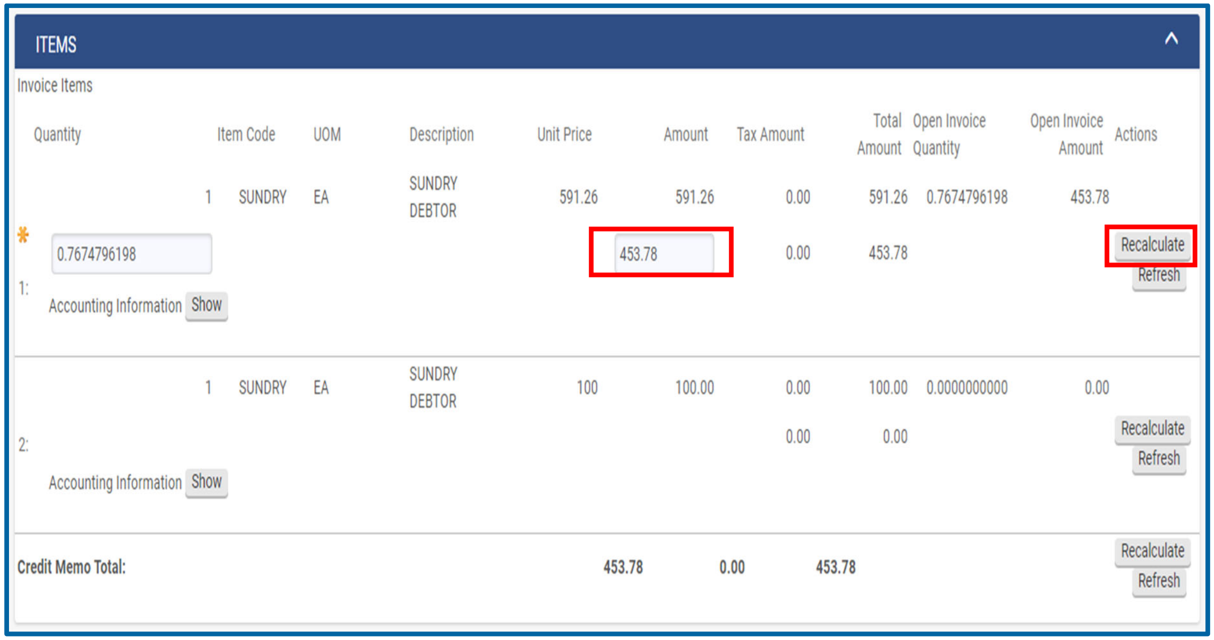
- *General:*



- The *General* section is pre-populated based on the Customer Invoice entered.
- The Invoice Reference Number shows the original Customer Invoice and is hyperlinked for an optional quick view.

Customer Credit Memo

- *Items*:



- **Enter the amount to be credited** in each line item as needed then select the **Recalculate** button to add/calculate the entry.
- The quantity field will automatically be calculated and reflected when added (do not edit).
- The refresh button resets the information back to the last saved status.
- You may see an error if you edit both the quantity and amount field so only edit the amount field.

Customer Credit Memo

- *General Ledger Pending Entries*:
  - The information is populated after you enter the information in the Items section and SAVE the document. Note, the information will clear from this section once the entries are posted to the General Ledger.

GENERAL LEDGER PENDING ENTRIES

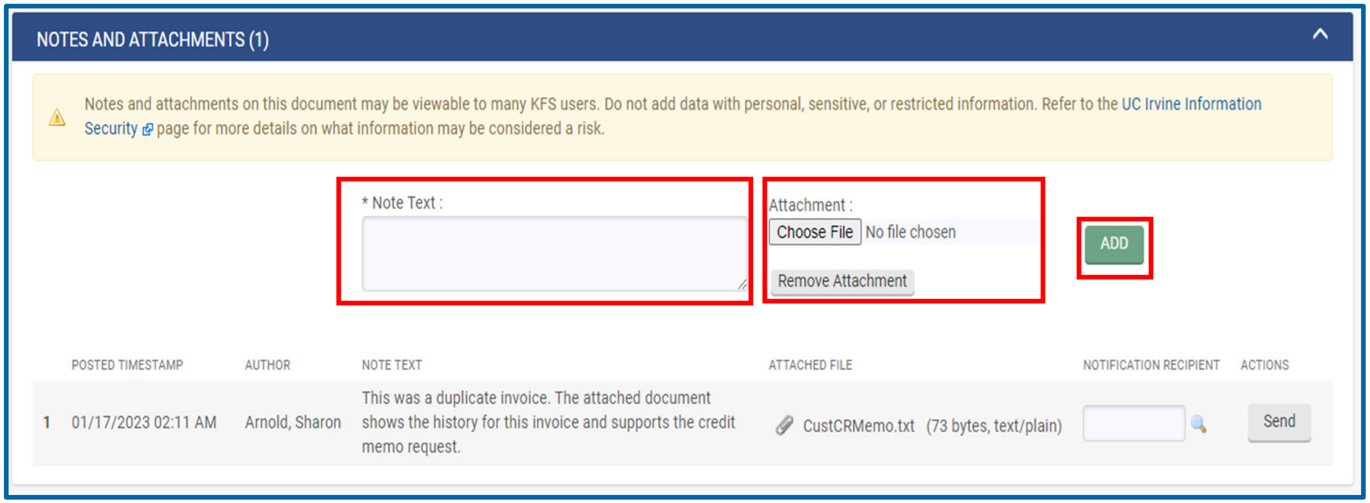
There are currently no General Ledger Pending Entries associated with this Transaction Processing document.

  - An example of the General Ledger Pending Entries for a Saved or Enroute document.

GENERAL LEDGER PENDING ENTRIES

SEQ #	FISCAL YEAR	CHART	ACCOUNT	SUB-ACCOUNT	OBJECT	SUB-OBJECT	PROJECT	DOC TYPE	BALANCE TYPE	OBJ. TYPE	AMOUNT	D/C
1	2023	IR	UC18885	-----	J287	---	----------	CRM	AC	AS	453.78	C
2	2023	IR	OS11041	-----	R821	---	----------	CRM	AC	IN	453.78	D

- *Notes and Attachments* (required):



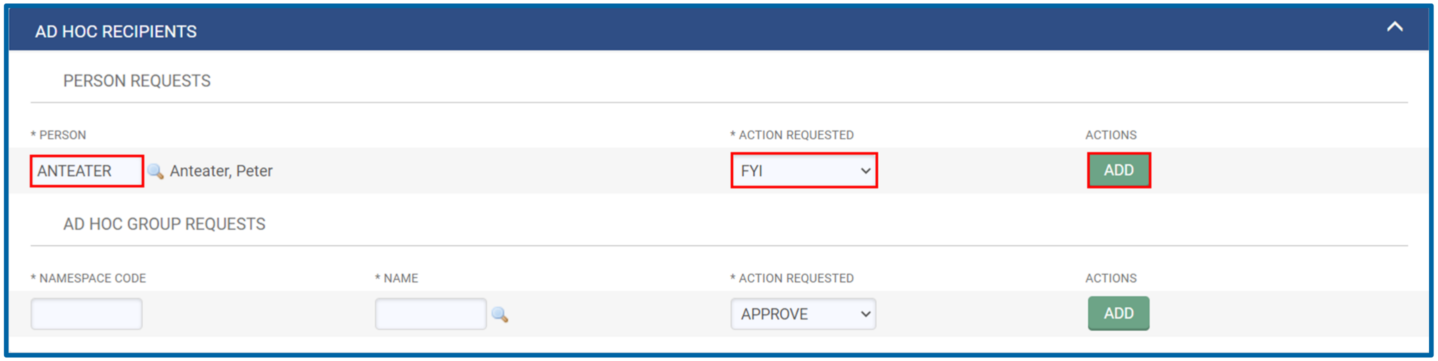
- Adequate supporting documentation explaining the credit request must be included here. The max upload size = 5 MB per file and Note Text is required for each attachment that you upload. Once all information is entered, use the **ADD** button to add the note and/or file.

- Note, any information added here is internal to UCI only. It will not be sent to customers.

- <u>Do NOT add any personal, sensitive, or restricted information into this section</u>.

Customer Credit Memo

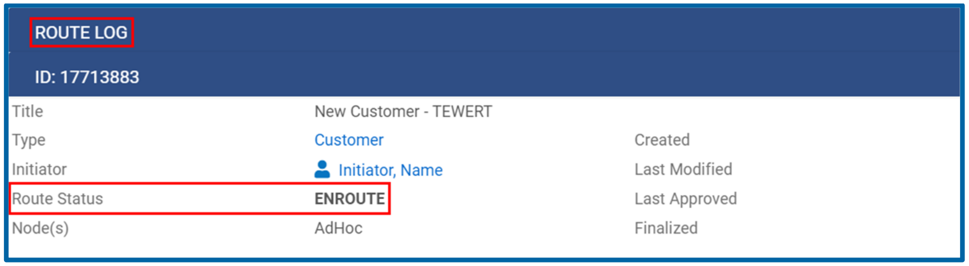
- *Ad Hoc Recipients* (optional):



- The Customer Credit Memo will route to the Fiscal Officer of the department account being credited. Once the Fiscal Officer approves the document it will route to Financial Services for approval.
- If you would like an FYI notification to go to another person, use this area to add that information. Do Not use the *Action Requested* type of APPROVE.
  - *Person*: Search for the person you'd like the document to route to.
  - *Account Requested*: Use the drop-down menu and choose FYI.
  - *Actions*: Be sure to click the green **Add** button.

Customer Credit Memo

- *Route Log* (informational only): No action is needed here.



  - Routing information will update here once the document has been saved or submitted.

6. After all credit information has been entered, click the **Save** button then **check for any errors at the Top of the page**. **Correct any errors** and click Save. Once there are no errors, click the **Submit** button at the bottom of the page.

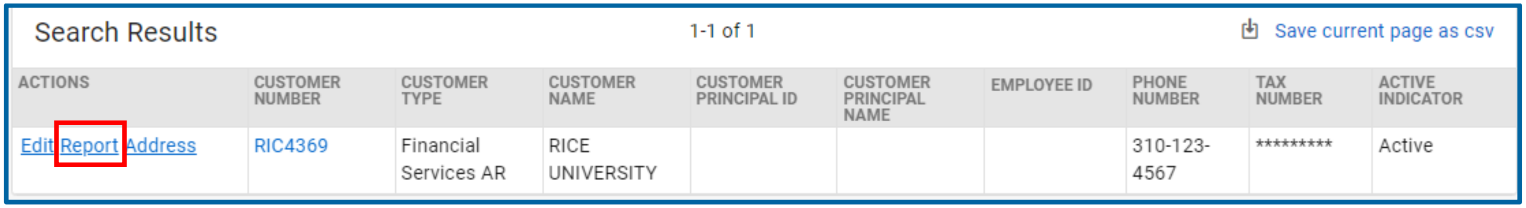
   - You will see a message at the top of the page telling you that the Document was successfully submitted.
   - The Status of Enroute will be displayed in the upper right-hand corner of the page.
   - The New Customer Credit Memo will be routed to Financial Services for approval. They will review all submissions within 1 business day.

7. Check the Route Log to verify that the Customer Credit Memo request has been approved.

   - See ***Use Doc Search to View the Route Log*** for help with how to check the route log.

Financial Services KFS AR Customer History Report

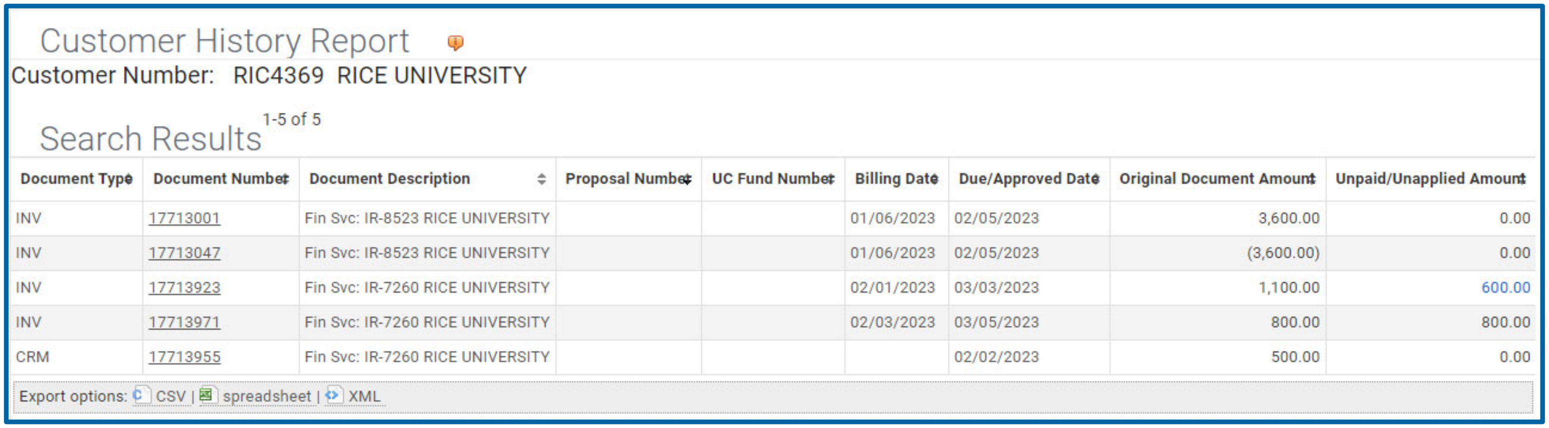
1. Follow steps 1-3 in the ***Access Financial Services KFS AR*** section.
2. Follow steps 1-6 in the ***Search for an Existing Customer*** section.
3. Find the customer in the *Search Results* section at the bottom of the page and under *ACTIONS*, click on **Report**.



Search Results — 1-1 of 1 — Save current page as csv

ACTIONS	CUSTOMER NUMBER	CUSTOMER TYPE	CUSTOMER NAME	CUSTOMER PRINCIPAL ID	CUSTOMER PRINCIPAL NAME	EMPLOYEE ID	PHONE NUMBER	TAX NUMBER	ACTIVE INDICATOR
Edit Report Address	RIC4369	Financial Services AR	RICE UNIVERSITY				310-123-4567	*********	Active

4. This will open the Customer History Report where you will see a history of the invoices, cancellations, credit memos, and payments posted. Click on the **Document Number** to view the details for a particular item.



Customer History Report

Customer Number: RIC4369 RICE UNIVERSITY

Search Results 1-5 of 5

Document Type	Document Number	Document Description	Proposal Number	UC Fund Number	Billing Date	Due/Approved Date	Original Document Amount	Unpaid/Unapplied Amount
INV	17713001	Fin Svc: IR-8523 RICE UNIVERSITY			01/06/2023	02/05/2023	3,600.00	0.00
INV	17713047	Fin Svc: IR-8523 RICE UNIVERSITY			01/06/2023	02/05/2023	(3,600.00)	0.00
INV	17713923	Fin Svc: IR-7260 RICE UNIVERSITY			02/01/2023	03/03/2023	1,100.00	600.00
INV	17713971	Fin Svc: IR-7260 RICE UNIVERSITY			02/03/2023	03/05/2023	800.00	800.00
CRM	17713955	Fin Svc: IR-7260 RICE UNIVERSITY				02/02/2023	500.00	0.00

Export options: CSV | spreadsheet | XML

Decision Support Customer Aging Report

1. Go to the UCI Zot!Portal at: https://portal.uci.edu
2. Click on the **Login** link in the upper right-hand corner of the page and sign in using your UCI network credentials.
    - When working from a remote location, a UCI VPN connection is required to access Financial Services KFS AR.
3. Click on **Decision Support** in the Yellow Horizontal Navigation Bar near the top of the page.
4. In the KFS Decision Support portlet, find *Accounts Receivable* and click on the **+ sign** to expand the view.
5. Find *Campus Users* and click on the **+ sign** to expand the view.
6. Click on **AR Aging Report.** The following parameter fields are part of the report.
    - *Include Closed Invoices*: **choose what you wish to view**.
    - *Customer Type*: will always be **FS – Financial Services AR**
    - *Chart Code*: choose **IR**
    - *Search by Customer* - *Search by Biller Rollup Organization* - *Search by Organization*
        - **Search** using the Customer, Biller, and Organization fields depending on the information you are interested in viewing. Once you find the appropriate information in the Results section(s) click on the **name** and then click on **Insert** to move the information to the Choice section.
7. Once all parameters have been entered click on the **Run** button at the bottom of the page.
    - You can use the Export buttons at the top right-hand side of the page to export the data to PDF or Excel.
    - Click the Back button in the upper left-hand corner of the page to return you to the previous menu.

Decision Support Outstanding Invoice Report

1. Go to the UCI Zot!Portal at: https://portal.uci.edu
2. Click on the **Login** link in the upper right-hand corner of the page and sign in using your UCI network credentials.
    - When working from a remote location, a UCI VPN connection is required to access Financial Services KFS AR.
3. Click on **Decision Support** in the Yellow Horizontal Navigation Bar near the top of the page.
4. In the KFS Decision Support portlet, find *Accounts Receivable* and click on the **+ sign** to expand the view.
5. Find *Campus Users* and click on the **+ sign** to expand the view.
6. Click on **AR Outstanding Invoice Report.** The following parameter fields are part of the report.
    - *Chart Code*: choose **IR – UC IRVINE**
    - *Include Closed Invoices*: **choose what you wish to view**.
    - *Customer Type*: will always be **FS – Financial Services AR**
    - *Invoice Date*: choose the **From Date** and **To Date** options appropriate for the report data you'd like to see.
    - *Search by Biller Rollup Organization* - *Search by Biller Organization* – *Search by Invoice Number* - *Search by Customer*

      Search by Customer PO Number – *Search by Initiator*
        - **Search** using the Biller, Biller Organization, Invoice Number, Customer, Customer PO Number, and Initiator fields depending on the information you are interested in viewing. Once you find the appropriate information in the Results section(s) click on the **name** and then click on **Insert** to move the information to the Choice section.
7. Once all parameters have been entered click on the **Run** button at the bottom of the page.
    - You can use the Export buttons at the top right-hand side of the page to export the data to PDF or Excel.
    - Click the Back button in the upper left-hand corner of the page to return you to the previous menu.

nonstudentar@uci.edu

Using Wildcards in Financial Services KFS AR

Wildcards can be used in Financial Services KFS AR to narrow down you searches.

Search Wildcards	Looks For Results
doc	Exact Match of "doc"
doc	Includes "doc" anywhere within the result
doc*	Starts with "doc"
*doc	End with "doc"
*doc*fin*	Includes "doc" and "fin" within that order
doc&&*fin*	Includes "doc" and "fin" in any order
doc|*fin*	Includes "doc" or "fin"
!CAOF	Exclude (!) all values of "CAOF"
>100	Values/Amounts greater than 100
<100	Values/Amounts less than 100
!CAOF	Exclude (!) all values of "CAOF"
50..100	Values/Amounts between 50 and 100
* or % can be used interchangeably	

Financial Services KFS AR Terminology

1. Biller	A Campus Department User can create a customer, initiate an AR Invoice and a Credit Memo document. A Biller is a member of a Billing Organization
2. Biller Organization	The organization or department that bills the customer for goods sold, or services rendered
3. Customer (CUS)	An individual or business entity that purchases goods or services from UCI. A Customer ID number is auto generated & assigned by KFS once a customer has been approved by Financial Services.
4. Customer Type	Designates the transaction type that receivables are being created for. For UCI Campus Departments billing non-student invoices, the customer type will always be Financial Services AR.
5. Processor & Processing Organization	Designates the transaction type that receivables are being created for. For UCI Campus Departments billing non-student invoices, the customer type will always be Financial Services AR.
6. Customer Invoice (INV)	A document created to bill customers for goods and services rendered (Sundry Debtor), bill third-party sponsors (incl. those paying for student tuition/fees) or bill customers for other various charges for collection of payments. KFS AR assigns a system-generated document number when the new Invoice is saved.
7. Invoice Item Code	This code determines the type of receivable when an invoice is created – For Financial Services, “SUNDRY DEBTOR” or “THIRD-PARTY BILLING” needs to be selected. It defines the General Ledger Entry receivables.
8. Customer Credit Memo	A document created to change a portion of a charge on the customer account/invoice that has not been fully paid.