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Using CBS for Foundation Billing

February 18, 2021

Agenda

- Proposed change and why
  - Susan McKechnie- AVP & University Controller- Office of the Controller
- Demo of billing changes & required actions by departmental users
  - Sheri Myers- Director- General Accounting- Office of the Controller
- Questions

Proposed Change & Why

Susan McKechnie

High Level New Process

- Specifically we will be requiring a CBS bill to be created for each Disbursement Request Form (DRF) that is sent to either the UMB Foundation (UMBF) or the USM Foundation (USMF)

- Historically we have had issues with applying payments to correct revenue accounts and timely recognition of revenue

- We will be recognizing revenue for UMBF and USMF <u>when it is billed-</u> not when it is collected like we do for other CBS bills

  - Bills can be created in the month that expenses are incurred so that there is not a deficit in the account at the end of the month

High Level New Process

- UMBF & USMF will issue payments via ACH weekly and send General Accounting a list of the bills that were paid so they can apply the payments to the bills
  - Checks will no longer be mailed from USMF to depts for cashier deposits; during COVID they have been mailed to the lockbox but we must wait for depts to contact General Accounting to tell us where to post the revenue
  - While UMBF has been ACHing payments there is often a discrepancy with the SOAPF that prevents timely application

Goals for Process Change

- Depts can better match revenue with expense for the foundation accounts

- Payments can be processed electronically, timely, and accurately

- Depts do not have to wait for USMF checks to be received via postal mail and then walk the checks to the Cashier

Collaboration with Foundations

- UMBF is moving to an electronic DRF (eDRF)- targeted for go-live in March
  - On the new UMBF eDRF there will not be a place where you can identify a SOAPF- you can only enter a bill/invoice number (CBS or SPAC)
- USMF has had an eDRF but it hasn't been used consistently by everyone
  - There is not a place to enter bill numbers or SOAPFs on the eDRF because that identification was done when depts deposited the checks
  - The bill/invoice numbers will need to be entered in the description
- The CBS bill should be attached as supporting documentation to eDRFs for both UMBF and USMF

Foundation eDRF Set Up

- UMBF instructions for setting up eDRF will be forthcoming from Pam Heckler's office in March

- USMF instructions for setting up eDRF and processing requests can be obtained by contacting USMF at Usmf-business-support@usmd.edu
  - In the body of the email, ask for instructions on how to use the eDRF and to schedule a one-on-one training session

Side Note Observations

- When looking at the SOAPFs where revenue from UMBF and USMF have been recorded we are finding that the source of the SOAPFs may be incorrect (or revenue objects could be incorrect)
  - This can lead to inaccurate reporting and assumptions
  - Depts should create SOAPFs that use the appropriate source for foundation activity
    - 505 for UMB Foundation with 0323 revenue object
    - 525 for USM Foundation with 0322 revenue object
- Should consider setting up correct SOAPFs at this time
- Contact Susan McKechnie for further discussion

New billing will require:

- Set up of Bill-to sites specific to each billing unit (dept, school, service center) for each customer (UMBF and USMF) where a primary dept collector (and backup collectors if desired) can be assigned
- Set up of memo lines specific to each SOAPF and foundation
  - The revenue objects of 0322 (USMF) and 0323 (UMBF) will be assigned to these memo lines
  - Do not need to override the revenue object when creating a bill
- Depts to send us this information ASAP so that it can be set up before UMBF goes live with their eDRF
  - During the interim period we will be processing receipts both the old and new way

Collections

- The dept collectors will be able to see the outstanding foundation bills on their dashboard and should review periodically to see if the foundation paid their bills

- Since we are crediting the revenue to your account at the time of billing, general accounting will also be overseeing the collections

- Bills that have not been paid after 60 days will be written off
  - The foundations are very reliable payers and if they have not paid a bill in that timeframe then there was probably an issue with it
  - If a foundation tells you there is an issue with the amount you should request that we write-off the original bill and you create a new one

Demo

Sheri Myers

Highlights

- Customer IDs
- Bill-to site description format
- Memo Line description flexibility
- Collections dashboard

USM Foundation Bill-Customer# CBS8888888

UMB Foundation Bill-Customer# CBS9999999

Memo Line Selection

Default Collections Dashboard

Collections

Search: Customer by Name

Delinquent	Promises	Strategy Tasks	Activities
31	0	0	0
Customer			

ⓘ Some table columns are being updated. Refresh the page after some time to see the updates.

View ▾   ☰   ☰   ☷ Detach

Customer	Total Amount Due	Work Status	Work Status Date	Delinquencies	Days Late	Last Paid Date	Contact	Strategy	Score	Predelinquent Strategy
Independent Dialysis Foundation>CBS...	1,089.00 USD	Open	11/11/2019	0	-12		@ @			
Faculty Physicians Inc.>CBS0000510...	29,170.59 USD	Open	03/09/2020	1	22		@ @			
Warren, John W>CBS0001602>06502...	242.00 USD	Open	09/30/2019	1	23		@ @			
Siemens Industry, Inc.>CBS0000155>...	780.00 USD	Open	09/30/2019	1	23		@ @			
Civil Justice>CBS0000508>06502000-2...	601.17 USD	Open	12/07/2019	2	23	03/12/2020	@ @			

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Personalized Collections Dashboard

Dept Actions

- Use on-line form for Bill-to site information
  - https://www.umaryland.edu/financialservices/general-accounting/customer-billing-forms/Submit-CBS-USMFUMBF-Customer-Request/
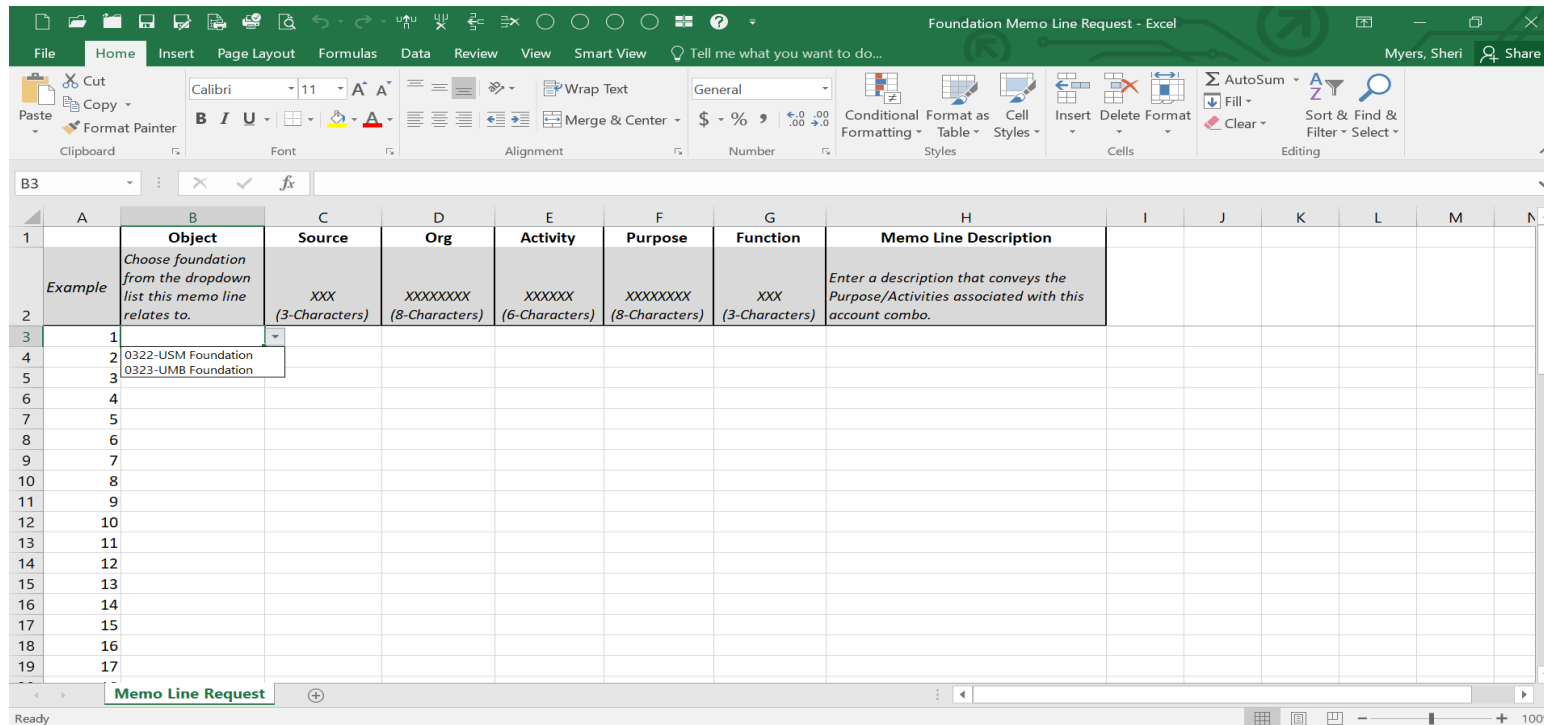
Dept Actions

- Use excel spreadsheet that will be mailed with this presentation to identify the memo line description
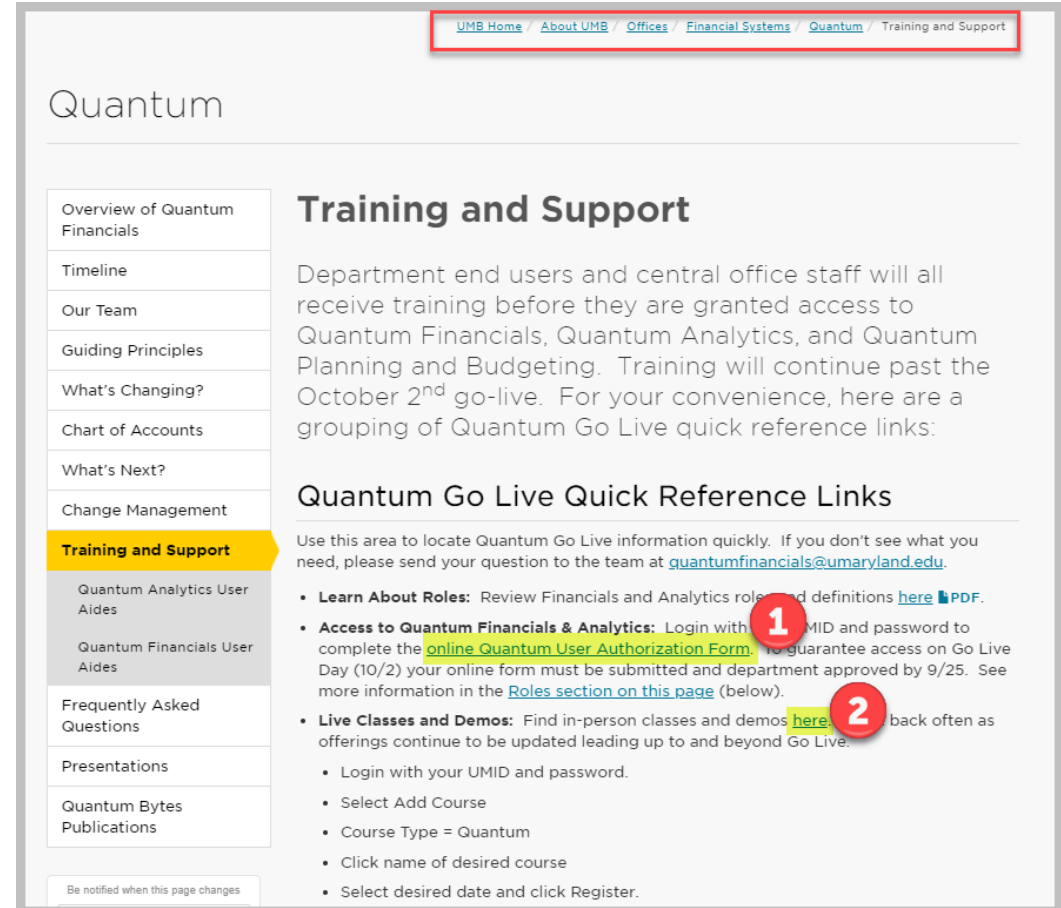
Dept Actions

- If dept staff who currently bill the foundations by paper are not set up as CBS users, they should request the CBS roles and attend CBS training (next week)

- CBS Roles:

Receivables and Collections				
Customer Billing Specialist PLUS: -- Accts. Receivable Inquiry	Create, save, print & mail non-sponsored customer bills. This role also requires **Accounts Receivable Inquiry** role for full functionality.	NEW - replaces CBS request form	NONSPON (CBS)	Creating & Managing Customer Billing
Accounts Receivable Inquiry	View Customer Billing data. Required by **Customer Billing Specialist** and **Grants Viewer/Volume-Based Invoice Initiator** roles for full functionality.	NEW	NONSPON (CBS) SPON (Grants Viewer)	Included in training for related roles
Customer Billing Collections Agent	The Collections Agent works only on non-sponsored Customer Billing issues. This role works in concert with the central office Collections Manager role. Collections Agents have access to: • view Customer Billing account balances online • create disputes (which stops dunning actions until issue is researched) • add collection-related notes to the customer record • enter adjustment requests (which are reviewed/approved/denied by the central office Collections Manager role)	NEW	NONSPON (CBS)	Creating & Managing Customer Billing

Dept Actions

Quantum Home Page Training and Support:
https://www.umaryland.edu/quantum/training-and-support/

- To request roles, click link labeled 1

- To sign up for training, click link labeled 2
  - Classes are offered 1X per month

Contact Sheri Myers at smyers@umaryland.edu