

Processing an Accounts Receivable via iPayment (Condensed Version)

- Step 1: Verify that Extension of Credit is on File according to [System Regulation 21.01.04](#),** Extension of Credit. The purpose of this regulation is to provide guidelines for the extension of credit and referral of delinquent accounts and to establish uniform procedures for system extension of credit and related collection processes. Please review the full regulation for details. Below are highlights of some of the requirements.
- May extend credit only when it serves the best interest of the system and the public good of the State of Texas.
 - Provide written documentation explaining the need to extend credit and that documentation must be reviewed and approved. (Extension of Credit Request – [AG-222](#))
 - Only extend credit to customers no more than thirty (30) days. Special circumstances requiring more than thirty (30) days must be disclosed and approved.
 - Place delinquent accounts on State Warrant Hold as stated by [the State's Accounting Policy Statement \(APS 028\)](#).
 - Have approval to write off uncollected accounts.
- **Step 2: Be aware of Sales Tax.** Texas A&M AgriLife Research (06) and Texas A&M AgriLife Extension Service (07) and are exempt from paying State of Texas sales tax on purchases. However, the agencies are not exempt from collecting tax on sales made by each of the respective agencies. For tax exempt sales the customer's sales tax [exemption certificates](#) should be obtained and kept on file by the selling unit following the retention schedule (current FY + 3 years).
- When a unit sells a taxable item, it is responsible for collecting the sales tax from any customer that does not provide a valid sales tax exemption certificate. iPayment is configured to give the unit an option to select sales tax when applicable. Units will collect the tax and deposit it through iPayment. The sales tax exemption certificate must be attached as backup if sales tax is removed from the sale.
 - There is no such thing as a pass-through sale. Agencies cannot pass on their exempt sales tax status to anyone else. For example, a unit cannot purchase shirts and then sell them to non-tax-exempt persons without collecting the sales tax.
 - AgriLife Banking & Receivables remits the sales tax collected by the agencies to the State Comptroller's Office monthly. There is no need for

the unit to fill out a sales tax form or to remit the tax to the state.

- More detailed information regarding sales tax can be found at [Sales Tax Issues](#).
- Contact AgriLife Banking and Receivables if additional assistance is needed

Step 3: Confirm Customer Number exists. Customer numbers are 13-digit accounts designed to permit multiple payments or transactions. These numbers allow the tracking of customers' normal business activities and delinquent payments. These numbers are required to create invoices through iPayment.

- On FAMIS screen 602 or screen 603, enter the customer name in the customer field. If information pulls forward, verify that it matches the customer information being searched. If no information pulls forward, refine the search.
- System members names will begin with the System member part number (02 TAMU, 28 TEES, 23 HSC)
- Remove words like 'THE' and 'A' when searching for name (Alvin ISD or The Alvin ISD)
- Enter the customer number by following the criteria listed below
- Each customer number is created based on specific criteria for each type of customer.
 - **TAMU System Members**- First 2 digits equal the System Part Number (Research-06, Extension-07) of the customer, next 6 digits equal the members 6 digit account number (provided to you by the customer), and the last 5 digits equal the support account or '00000.' Examples below:
 - Research account 121204-31840 equals 0612120431840
 - Extension account 129000 equals 0712900000000
 - **External Customers** - First 2 digits of **56 for Texas A&M AgriLife Research** and **55 for Texas A&M AgriLife Extension Service** will signify external customers for each of the respective agencies. The External Customer Information Form ([AG-257](#)) must be completed and signed by the customer prior to providing goods/services and extending credit.
 - Once the unit verifies the identification of the customer and that the form has been completed in full, the form must be faxed to (979) 845-1945 or sent via email to BAR@ag.tamu.edu.
 - **Counties (AgriLife Extension)**- Texas A&M AgriLife Extension Service will use the first two digits of 50 to signify county customers.
 - AgriLife Banking & Receivables will verify the information with

the customer and assign the customer number. Once the unit has been provided with a customer number, the unit may shred their copy of the form. AgriLife Banking & Receivables will retain a copy of the customer setup in Laserfiche.

- If the customer refuses to complete the Customer Information Form, payment should be received at the time of service. Expectations should be submitted in writing for approval to the respective agencies CFO.
- Best Practice before entering an Accounts Receivable in iPayment is to confirm the existing customer number is valid. Although a customer number may pull to the screen, it may not be valid.
- Check the System Information panel to confirm that there are no flags on the customer. Any flag of 'Y' in this section will result in an error message in iPayment. Customers can be viewed in FAMIS on screen 603 or in Canopy under FRS Accounts Receivable.

- **If the customer number exists and there are no flags, continue to the iPayment logon.**
- **If the customer number does not exist, a setup request will need to be completed.**

- **Request Customer Number Set up.** If the customer number does not exist, a request will need to be submitted to AgriLife Banking and Receivables. There are two types of customers- Internal and External.
 - **INTERNAL customers are TAMU System members.** Use the AgriLife [New Customer Setup Request](#) for a new customer. Customers allowed to be submitted on this form include all system members.
 - **EXTERNAL customers are not members of the TAMU System.** Use the [AG-257](#) External Customer Information Form to request a new customer. External customers are set up with the **prefix 56 AgriLife Research, and 55 AgriLife Extension Service.**
 - The customer information form is required to establish a customer account that allows the agency to extend credit for goods and/or services to External customers. If a customer account is not established, payment should be made at the time of the sale of the goods and/or services.

- This form must be completed and signed by the customer. This form is used for compliance with the [Federal Trade Commission's Red Flag](#)

[Rule](#). Please note that this form is not valid unless the customer's FEIN or SSN is provided.

- An email will be sent to the requestor with the customer number once it is established. The external customer will also be contacted to confirm the validity of the customer account request. FAMIS screen 603 and Canopy will show if a customer information form has been received for any customer.
 - In the City field of the Alternate Address, users will see CIF: mmddyy. In the example below, the Customer Information Form was received on 4/14/16.
- **Step 4: Log on- through the SSO Portal**
 - Allow pop-ups from this site- turn off pop-up blockers.
 - Preferred web browsers, Mozilla, Firefox and Chrome
 - Select iPayment Button
 - Enter User ID and Password.
 - Select the appropriate unit (if user only has access to one unit, this option will not be available) (02) TAMU, (06) Research or (07) Extension.
 - **Step 5: Open a File**
 - Select Cashiering Button
 - Select Workgroup
 - Create a CORE File. All AgriLife will be defaulted to “Shared” Type of Files.
 - Enter a comment in the File Description. This description should be meaningful to all users for that unit.
 - Select the ‘Create’ button.
 - If the file is already created, it will appear in the ‘Open a File’ panel at the left of the screen. Double click on that file to open it.
 - ◆ When a CORE File is created, but closed prior to being balanced, the file will be displayed on the File Management tab. This tab will only display the files created today. To view files that were opened previously, click **File Filter >**.
 - ◆ The **File Filter >** option will allow the user to select specific criteria to find active files from previous dates. In the example below the **File from Date** was modified to **02/01/2017** which pulled 4 additional files for review. To continue, select the file and click **OPEN**.
 - **NOTE:** If the incorrect workgroup/unit is selected in error, the user can easily change workgroups by clicking on the CHANGE WORKGROUP option at the top right-hand corner of the screen.

▪ **Step 6: Processing Transactions**

- Select the desired selling account.
- The screen will now display all the object codes configured for that specific account. If the desired object code is not listed, send an email request to BAR@ag.tamu.edu to have it added.
- There are several optional fields listed at the top of the screen. Each of these options is a searchable field in the iPayment System. Each of these fields when used, will display on the receipt generated for the customer except for the File Upload field. The customer name and address fields are usually left blank when creating an IDT. Both comments fields pull to the receipt.
- Type in comments meaningful to the customer and the unit. **Do not add the File Upload at this time.**
 - ◆ Please note the REF NBR field does not allow the use of spaces.
- Below are the Allocations available for this account. **The description is editable. Please note that the description entered in this field is the description that will display in FAMIS and on the invoice.** Enter the AMOUNT and or QUANTITY and select sales tax in the TAXED column if applicable. When an amount is entered, the SELECTED section will automatically flag a check mark.
- Once the information is entered, the user can opt to click VALIDATE ALLOCATIONS. This will check each account selected for available budget, object code matching, account flags, and support account flags.
- Use the FILE UPLOAD to attach backup supporting documentation for the AR. Users can attach documents with the following file extensions: .pdf, .xls, .docx, .jpeg, .png, and .txt. Please do not attach documents containing confidential information. Examples of what file uploads may be included, are but not limited to, include sales tax exemptions or Extension documentation for fee-based programming.
- Any confidential data (i.e. SSN, Bank account information) should be redacted. Attachments may not be added after the documents are completed in iPayment.
- Click CONTINUE. The information entered now pulls to the Active Receipt on the right side of the screen.
- Review the information. To view the details, click the > .
- If anything is incorrect, click the trash can to void the entry and start over or, Void the entire receipt by clicking Void Event at the bottom of the receipt.
- If this is the incorrect backup, the transaction will have to be voided and re-entered with the correct backup added.
- If everything is correct, it is now time to 'tender' the Event.
- Select AR Charge at the top of the menu.

- **AR Charge Transactions**
 - Users are redirected to another page with three options.
 - **VERIFY THE CAMPUS CODE IS CORRECT. It should default to the entity working in. This field is already defaulted to the correct campus code and should not be altered.**
 - Enter the 13-digit customer number or enter the customer name.
 - **The customer # must be the exact number found in FAMIS**, but the customer name can be a partial name.
 - After entering the 13-digit customer number, iPayment will display the customer information and generate an Invoice Number.
 - Users can add additional comments here that will display on the invoice.
 - Click Continue.
 - Print the receipt.
 - At this point an email notification is sent to the selling account. FAMIS Screen 860 has a field labeled iPay IDT Email/ID that is used to direct these emails.
 - Click on the INVOICE icon to view the invoice.
 - Users can hover over the invoice to have an action bar appear.
 - Clicking the Adobe icon, will display a tool bar across the top of the screen which allows the user to select options to print, save, or email.
 - Users can select email to send invoices to customers. Simply click the envelope icon, select 'Send Copy', 'Microsoft Outlook' and Continue. This will open Outlook where users can add the customers email address, add a subject line, and include a statement and signature in the body of the email.
 - Invoices are stored in iPayment and are retrievable in this invoice format.

- **Depositing and Balancing Files - USER ACCESS**
 - Once all the invoices have been created, the file must be balanced. Persons with USER access can enter ARs but cannot balance the files.
 - At this point, persons with USER access have completed all the steps in which they have access.
 - Click Close and then Log Out.

- **Depositing and Balancing Files - SUPERVISOR ACCESS**
 - Once all the invoices have been created, the file must be balanced.
 - The Depositing and Balancing screen will default to the users UIN and display the Tender Summary by Bank. Note that there are no tenders listed and no deposit amount.
 - Notice that the summary of ARs is no longer displayed. To view the details of this AR, Click EXIT
 - This will take the user back to the home page listing the menus and

accounts. Click EVENT TOOLS which is the first option listed in the top right corner of the page.

- This will route the user to the SEARCH screen. The File ID will default to the file in which the user is currently logged.
 - Click search.
 - This will take the user to a new screen that will list each receipt in the file and allow the user to click on each one to view the details.
 - Users can view the backup documentation and/or invoice by clicking on the appropriate icon. The account and object code and customer details are included on this page. If the information is incorrect, users can void this invoice at this point by clicking VOID. Users can also reprint the invoice from this location. To go back to Depositing and Balancing screen, click EXIT.
 - This will take users back to the home page. If there is only one invoice in this file, the user can select Auto balance. If there is more than one event, Click BALANCE.
 - This will take users back to the Depositing and Balancing Screen. **Change the UIN to All.** Click BALANCE and CLOSE.
 - Users should then be presented with a Management Report and a message that the File Update is Complete.
 - Click OK. Users will get a message that the File is balanced.
 - Click OK and then EXIT. Users will then be re-routed to the File Management/Create File Screen.
 - Click Log Out to Exit the program. Users should now review the ARs in FAMIS.
- **Reviewing the AR in FAMIS**
 - The invoice in this example is invoice number Q130808. This can be viewed in FAMIS on several screens. For this example, review the invoice on FAMIS screen 635.
 - FAMIS screen 636 which is the line item display will show the file number which also pulls to the ref #4 on screen 47. The file number (in this case 2017112001) is converted to 7112001. The last digit of the year is the first number and the following 6 numbers are the remaining digits. The file number is generated by Julien calendar date. The day this file was created was on the 112 days of the year and it was the 1st file opened this day.
- **Corrections to Accounts Receivable**
 - **iPayment payfile has NOT been balanced**
 - AR transactions can be voided and re-entered prior to being marked as balanced.
 - Please do not recall and edit ARs. They must be voided and re-entered to post correctly to FAMIS.

- **iPayment payfile *HAS* been balanced**
- If corrections are needed to AR after payfile has been balanced and transaction posted to FAMIS, a request will need to be submitted to BAR@ag.tamu.edu .
- Please be specific for types of corrections indicated below.

- **Changing revenue codes:**
 - Include the invoice number, account number, support account number, current revenue code, and *requested revenue code change*.
 - The amount will need to be provided. If the revenue code is being changed to a taxable code, please make sure the appropriate sales tax account is indicated.
 - Unit signatory required.

- **Changing selling accounts:**
 - Include the invoice number, current account number, support account number, revenue code, and *requested account changes*.
 - The amount will need to be provided.
 - Unit signatory required.

- **Changing the amount:**
 - Include the invoice number, account number, support account number, revenue code, and amount of change need.
 - Be clear as to what the new invoice total should be.
 - Unit signatory required.

- **Changing the support accounts:**
 - Include invoice number, account number, current support account number, *new support account*, revenue code, and amount need to be provided.
 - Unit signatory required.

- **Cancelling the AR:**
 - Request that the invoice be voided entirely by submitting a memo including justification for cancellation.
 - The invoice number, account number, support account number, revenue code, and amount will need to be provided.
 - Total amount of invoice cancellation should be stated clearly.
 - Unit signatory required.
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- **Changing the Customer Number:**
 - Include the invoice number, account number, support account number, revenue code, amount, and current customer number need to be provided.
 - Please make sure the customer number you are requesting the invoice be changed to is set up in FAMIS by checking FAMIS screen 603.
 - Unit signatory required.