



501 AR120

Billing and Accounts Receivable Overview

Web Based Training



Welcome to Cardinal Training

This training provides participants with the skills and information necessary to use Cardinal and is not intended to replace existing Commonwealth and/or agency policies.

This course, and the supplemental resources listed below, are located on the Cardinal website (www.cardinalproject.virginia.gov) under Learning.

Cardinal Reports Catalogs are located on the Cardinal website under Resources:

- Instructor led and web based training course materials
- Job aids on topics across all functional areas
- Variety of simulations
- Glossary of frequently used terms

The Cardinal screenshots included in this training course show system pages and processes that some users may not have access to due to security roles and/or how specific responsibilities relate to the overall transaction or process being discussed.

For a list of available roles and descriptions, see the Statewide Cardinal Security Handbook on the Cardinal website in the Security section under Resources.



Course Objectives

After completing this course, you will be able to:



Understand the two Accounts Receivable modules: Accounts Receivable and Billing



Identify the five Accounts Receivable processes



Understand how Accounts Receivable integrates with other Cardinal functional areas and interfaces with external entities



Agenda

1

Introduction to Accounts Receivable

2

Accounts Receivable Processes

3

Billing and Accounts Receivable Integration and Interfaces



Lesson 1: Introduction

1

Introduction to Accounts Receivable

This lesson covers the following topics:

- Billing and Accounts Receivable Overview
- Key Concepts



Billing and Accounts Receivable Overview

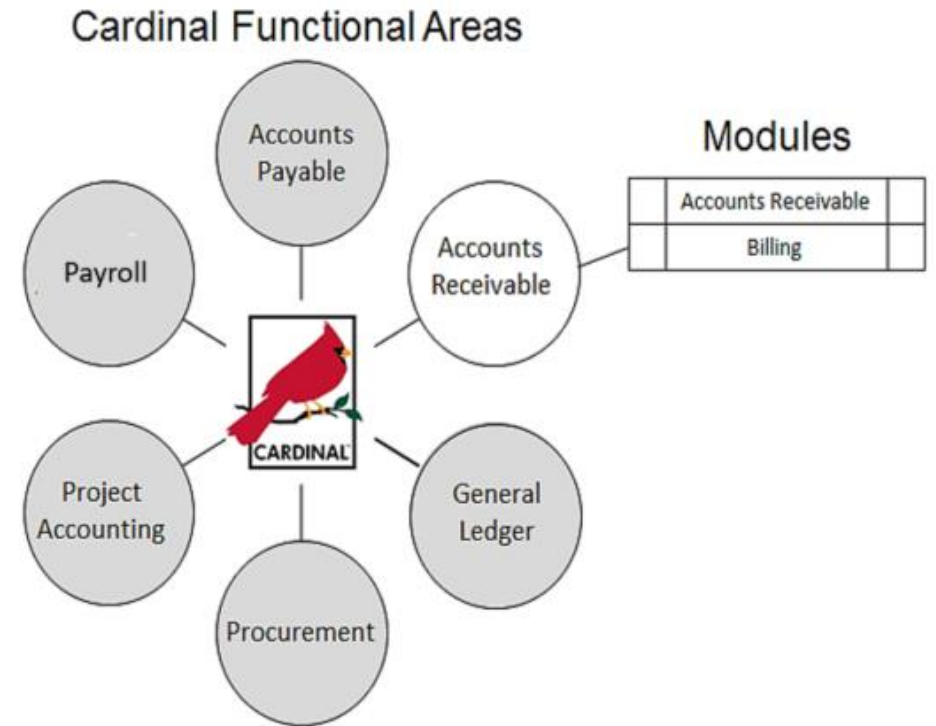
The Accounts Receivable functional area of Cardinal is composed of two modules:

Accounts Receivable

The Accounts Receivable module manages the processing of payments that are due to the agency.

Billing

The Billing module includes the processes for creating invoices, reviewing and validating invoices, and managing billing and distribution cycles.





Key Concepts

Key concepts in Billing and Accounts Receivable include:

- Billing and Accounts Receivable are two separate modules within the Accounts Receivable functional area.
- These two modules support five key processes in the Accounts Receivable functional area:
 - Set up and Maintain Customers
 - Generate Bills and Create Receivables
 - Maintain Receivables
 - Collections and Aging
 - Enter Funds Receipts and Apply Payments
- Four types of billing invoices can be created in Cardinal:
 - Standard
 - Recurring
 - Installment
 - Consolidated



Key Concepts (continued)

- Payments received may be:
 - Applied against accounts receivable items (when there is no related accounts receivable item).
 - Entered as direct journals (when there is no related accounts receivable item)
- The Accounts Receivable functional area integrates with Project Costing and General Ledger, and interfaces with the Department of Taxation, the Department of Treasury, and the Federal Highway Administration.



Lesson 1: Summary

1

Introduction to Accounts Receivable

In this lesson, you learned:

- Accounts Receivable functional area is composed of two modules: the Accounts Receivable module and the Billing module
- There are five processes contained within the Billing and Accounts Receivable modules:
 - Set up and Maintain Customers
 - Generate Bills and Create Receivables
 - Maintain Receivables
 - Collections and Aging
 - Enter Funds Receipts and Apply Payments



Lesson 2: Introduction

2

Accounts Receivable Processes

This lesson covers the following topics:

- Accounts Receivable Functional Area
- Set up and Maintain Customers Process
- Billing Module
- Generate Bills and Create Receivables Process
- Accounts Receivable Module
- Maintain Receivables Process



Lesson 2: Introduction (continued)

2

Accounts Receivable Processes

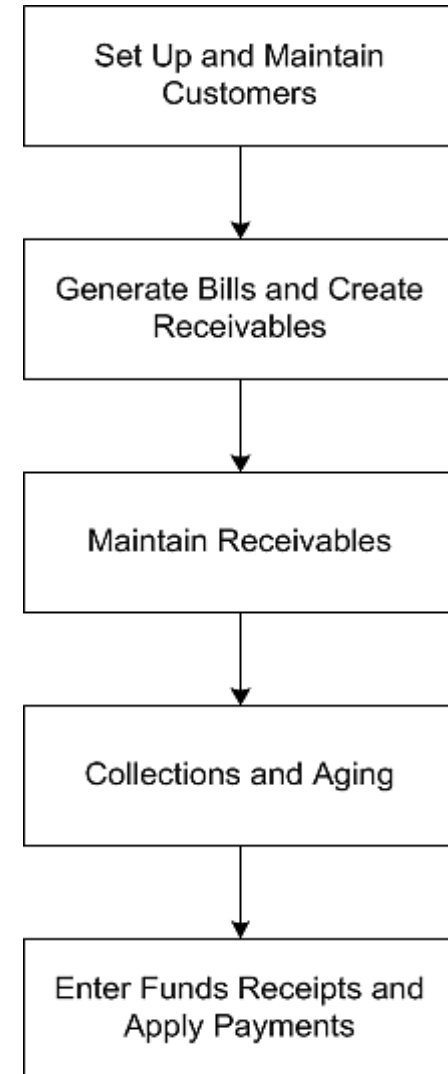
- Collections and Aging Process
- Enter Funds Receipts and Apply Payments Process



Accounts Receivable Functional Area

Key processes in the Accounts Receivable functional area are:

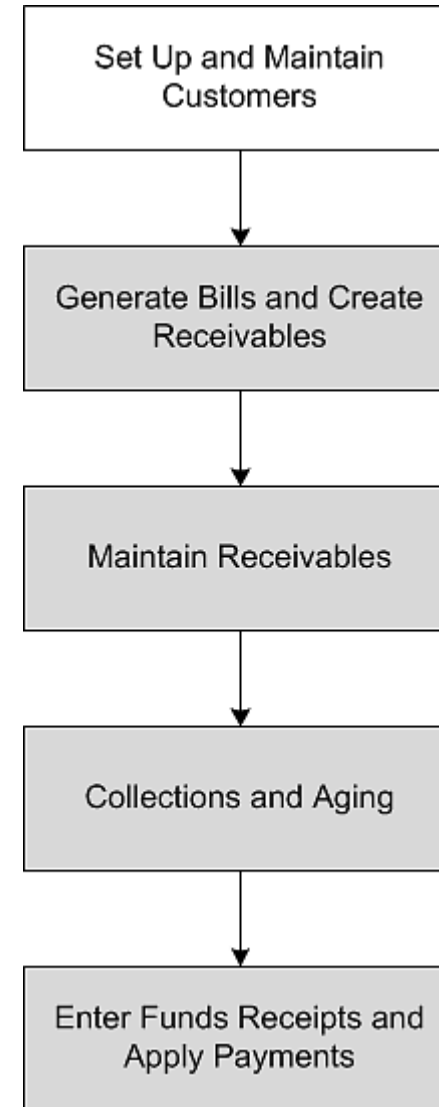
- Setup and Maintain Customers - Enter and maintain customers, billing, and miscellaneous information.
- Generate Bills and Create Receivables - Enter billing information, create billing invoices, and create and post Accounts Receivable items.
- Maintain Receivables - Maintain accurate receivable balances using refunds, write-offs, debit / credit memos, non-sufficient funds, and transferring receivable amounts.
- Collections and Aging - Collect payments for receivables and identify and calculate the age of receivable balances in order to initiate appropriate collection procedures.
- Enter Funds Receipts and Apply Payments - Create deposits and apply payments to appropriate accounts receivable items.





Set Up and Maintain Customers Process

The Set Up and Maintain Customers process includes the initial setup of customers as well as ongoing maintenance.



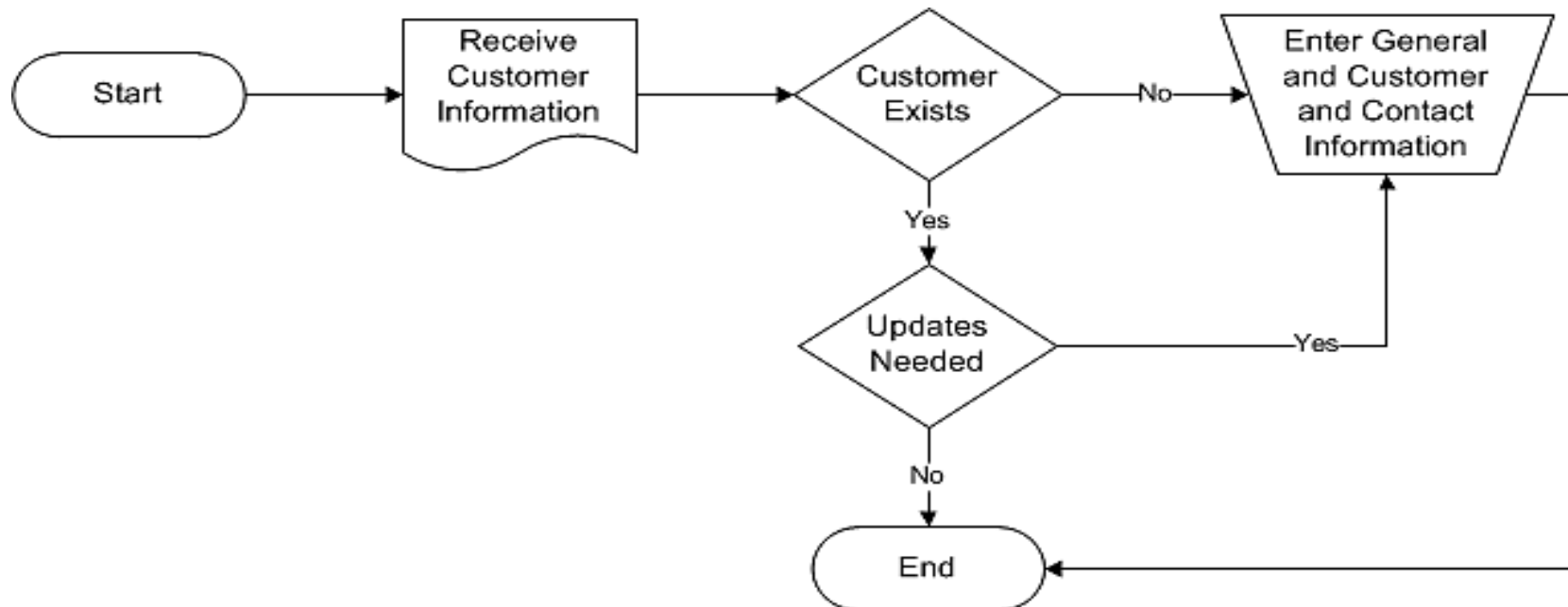


Set Up and Maintain Customers Process (continued)

The Set Up and Maintain Customers process involves:

- Receiving customer information
- Determining whether the customer already exists
- Manually entering or updating customer information billing information and contact information

Once customers are created, they are available for use in the Billing and Accounts Receivable modules.





Set Up and Maintain Customers Process (continued)

The Set Up and Maintain Customers process involves several key steps:

- **Receive Request to Set Up a Customer** - A request may come from an external source (e.g., a State Police accident report), or it may come from another functional area (e.g., request from Project Accounting to bill another agency for costs related to a project).
- **Verify the Customer Does Not Already Exist** - Check the customer master records and verify that the customer has not already been entered.
- **Enter General Information** - Enter general information for a new customer or update general information for an existing customer.
- **Enter Billing Information** - Select various billing options for a customer, bill types, cycles (daily, monthly, quarterly, etc.), forms, and payment methods (credit card, check, etc.).
- **Enter Customer Contact Information** - Customer contact phone and address information can be entered/updated.
- **Maintain Customer Information** - Update customer type/general information, update correspondence options, and create attachments and notes. For a detailed listing of the file extensions that are allowed as attachments in Cardinal, see the appendix section of this course.



Set Up and Maintain Customers Process (continued)

Access the Set Up and Maintain Customers processes on the **Customers** menu.

Navigate to this page using the following path: **Main Menu > Customers**.

Select the **Customer Information** link, then select **General Information**.

The screenshot displays the Cardinal CRM interface. At the top left is the Cardinal logo. Below it is a navigation bar with 'Favorites', 'Main Menu', and 'Customers' (selected). The main content area is titled 'Customers' and contains several menu items:

- Customers**: Manage customer information.
- Contact Information**: Create and maintain contact information.
- Customer Information**: Create and maintain customer information. This folder contains:
 - Quick Customer Create
 - General Information** (highlighted with a red box)
 - Dun & Bradstreet
 - 7 More...
- Conversations**: Review and update customer conversations. This folder contains:
 - Update Conversations
 - Associate Keywords
 - Define Follow-Up Action
 - 2 More...
- Review Customer Information**: Review customer address, messages, credit available, or credit/purchase history. This folder contains:
 - Attachments
 - Messages
 - Notes
 - Credit Available
- Reports**: Generate customer reports. This folder contains:
 - Customers by Unit
 - Customers by SetID
 - Contacts by Unit
 - 6 More...



Set Up and Maintain Customers Process (continued)

The **General Information** pages store the information needed to manage customers, including names and addresses, contact information, payments terms, and billing and shipping information.

When the customer setup is complete, Cardinal assigns a sequentially numbered **Customer ID**.

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Favorites ▾ Main Menu ▾ > Customers ▾ > Customer Information ▾ > General Information

General Information

Find an Existing Value Add a New Value

SetID 50100

Customer ID NEXT

Add

Find an Existing Value | Add a New Value

Favorites ▾ Main Menu ▾ > Customers ▾ > Customer Information ▾ > **General Information**

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 50100 Customer ID NEXT General Info Links ...More

*Status Active Copy From Customer Level Regular

*Date Added 02/13/2017 *Since 02/13/2017 *Type Individual

*Name 1 *Short Name

Name 2

Email ID

Currency Code Rate Type

Roles

Bill To Customer
Bill To Selection

Ship To Customer
Ship To Selection

Sold To Customer
Sold To Selection

Broker Customer

Indirect Customer

Correspondence Customer
Correspondence Selection

Remit From Customer
Remit From Selection

Corporate Customer
Corporate Selection

Consolidation Customer

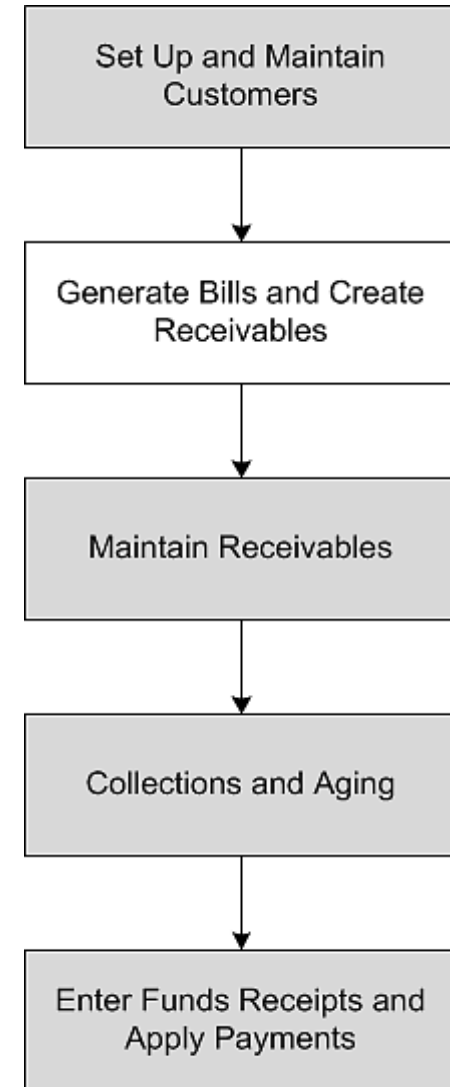
Consolidation Business Unit

Federal Attributes



Generate Bills and Create Receivables

The Billing module contains the **Generate Bills and Create Receivables** process.

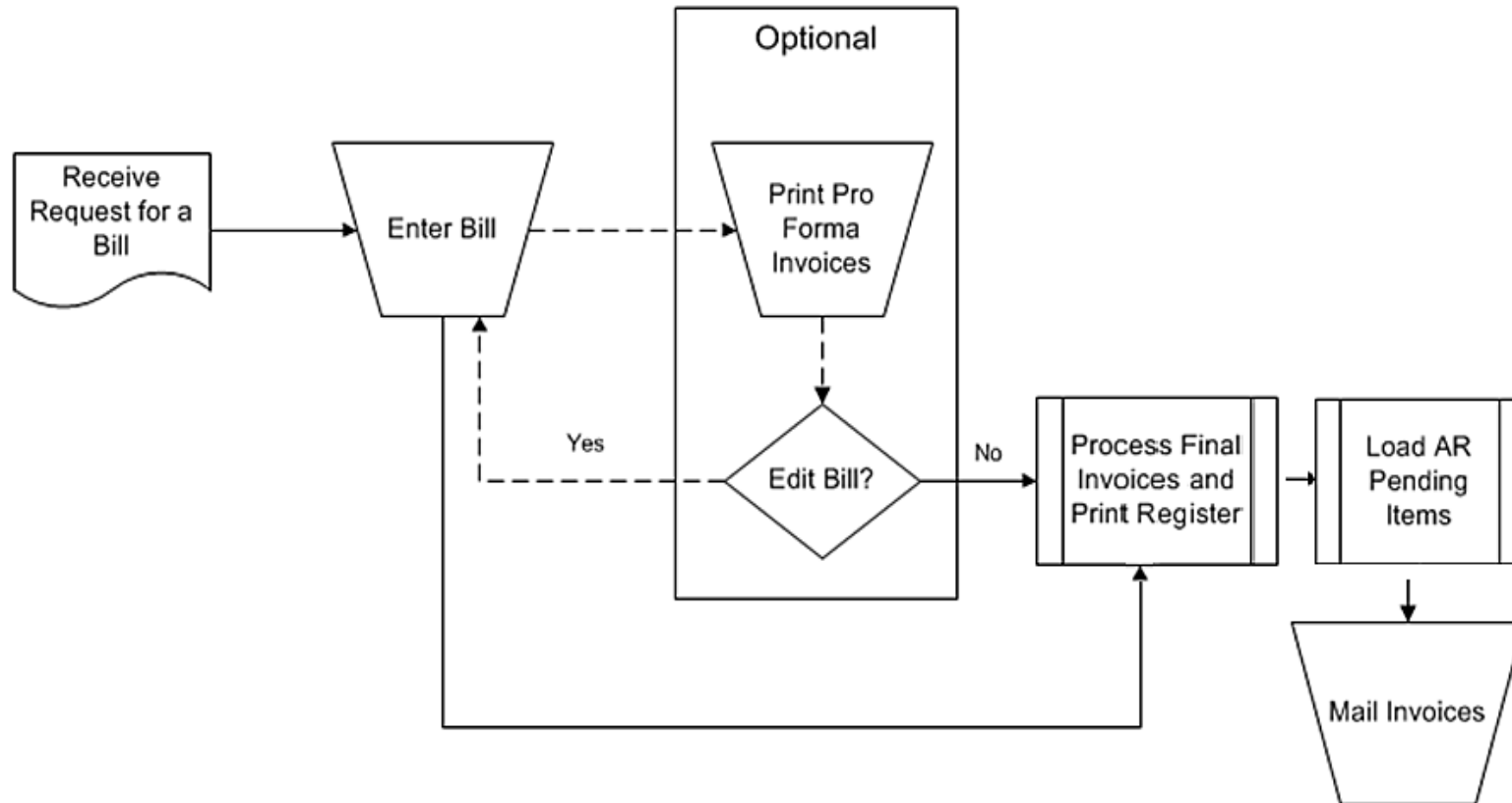




Generate Bills and Create Receivables (continued)

The **Generate Bills and Create Receivables** process includes:

- Entering bill information
- Creating, reviewing and validating invoices
- Managing billing cycles
- Creating receivables





Generate Bills and Create Receivables (continued)

The key steps in the Generate Bills and Create Receivables process are:

- Enter Online Bills - Create standard bills, recurring bills, installment bills, and consolidated bills.
- Create Invoices - An invoice is a bill that has been processed and is ready to go out to a customer. Invoices are created for billable transactions interfaced from the Project Costing/Customer Contracts modules or when bills are entered online. Invoices can be created as PDFs.
- Edit Bills - You can adjust an entire bill or a portion of a bill.
- Process Invoices - Once processed, the Invoice Register can be printed and the invoices mailed to the customers.
- Post Receivables - The billing process generates accounts receivable which are then posted to General Ledger.



Generate Bills and Create Receivables (continued)

Billing processes are accessed on the **Billing** menu.

Navigate to this page using the following path: **Main Menu > Billing**

For example, to create a standard bill select the **Maintain Bills** link, then select **Standard Billing**.

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Favorites ▾ Main Menu ▾ > Billing ▾

Billing

Manage all aspects of the Billing product.

Interface Transactions Review, correct, and apply pending interface activity. <ul style="list-style-type: none">Review Pending TransactionsUpdate Pending TransactionsProcess Billing Interface7 More...	Manage Billing Worksheet Review and approve pending billing activity from Contracts, Projects and Grants. <ul style="list-style-type: none">Update Billing WorksheetReview Contract/Project BillsLetter of Credit Summary2 More...	Maintain Bills Create bills; define schedules, templates, and consolidation; and assign status. <ul style="list-style-type: none">Express BillingStandard BillingInstallation Bill Schedules20 More...
Generate Invoices Finalize bills, print documents and reports, and apply billing activity. <ul style="list-style-type: none">Non-ConsolidatedConsolidatedProcess Credit Cards5 More...	Locate Bills Search for bills and bill lines that match selected criteria. <ul style="list-style-type: none">Bills Not InvoicedBills InvoicedLines Not InvoicedLines Invoiced	Review Billing Information Review bill summaries, billing detail, and pending items or accounting entries. <ul style="list-style-type: none">SummaryDetailsInstallation Bill Schedule9 More...
Review Processing Results View errors by invoice and bills marked in progress by a process step. <ul style="list-style-type: none">In Progress LogReview Invoice ErrorsFinancial SanctionsReview Email Invoice Log		



Generate Bills and Create Receivables (continued)

The **Standard Billing** page is used to create a standard (regular) online bill.

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Favorites ▾
Main Menu ▾
> Billing ▾
> Maintain Bills ▾
Standard Billing

Header - Info 1
Line - Info 1

Unit 50100	Invoice NEXT	Pretax Amt	0.000	
Status <input type="text" value="NEW"/>	Invoice Date <input type="text"/>	Invoice Date <input type="text"/>	Cycle ID <input type="text"/>	
*Type <input type="text"/>	Source <input type="text"/>	Source <input type="text"/>	*Frequency <input type="text" value="Once"/>	
*Customer <input type="text"/> ▼ View Activity	SubCust1 <input type="text"/>	SubCust1 <input type="text"/>	SubCust2 <input type="text"/>	
*Invoice Form <input type="text"/>	From Date <input type="text"/>	From Date <input type="text"/>	To Date <input type="text"/>	
Accounting Date <input type="text"/>	Pay Terms <input type="text"/>	Pay Terms <input type="text"/>	Pay Method <input type="text" value="Check"/>	
Remit To <input type="text"/>	Bank Account <input type="text"/>	Bank Account <input type="text"/>		
Sales <input type="text"/>	Bill Inquiry Phone <input type="text"/>	Bill Inquiry Phone <input type="text"/>		
Credit <input type="text"/>	Collector <input type="text"/>	Collector <input type="text"/>		
Billing Specialist <input type="text"/>	Billing Authority <input type="text"/>	Billing Authority <input type="text"/>		

Go to:
Header Info 2
Address
Copy Address

Notes
Express Entry
Attachments

Summary
Bill Search
Line Search
Navigation

Save
 Notify
 Refresh

Add
 Update/Display

Page Series
Prev
Next

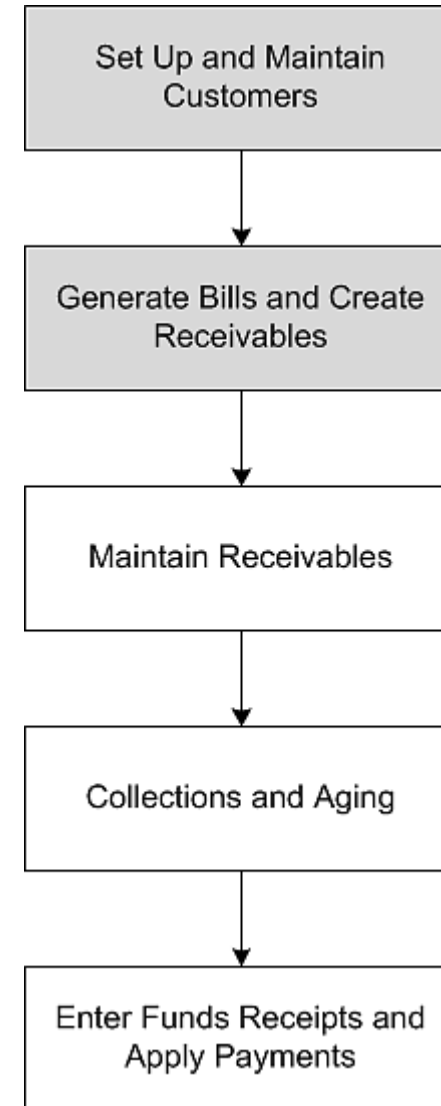
Header - Info 1 | Line - Info 1



Accounts Receivable Module

The Accounts Receivable processes include:

- Maintain Receivables – Use the following to update receivable balances
 - Adjust receivable balances (including refunds)
 - Create a write-off
 - Record non-sufficient funds
 - Transfer receivable amounts
- Collections and Aging - These processes allow identifying and analyzing aged receivables in order to initiate the appropriate collection procedures
- Enter Funds Receipts and Apply Payments: These processes allow creating deposits and applying payments to Accounts Receivable or creating direct journal entries to send to General Ledger

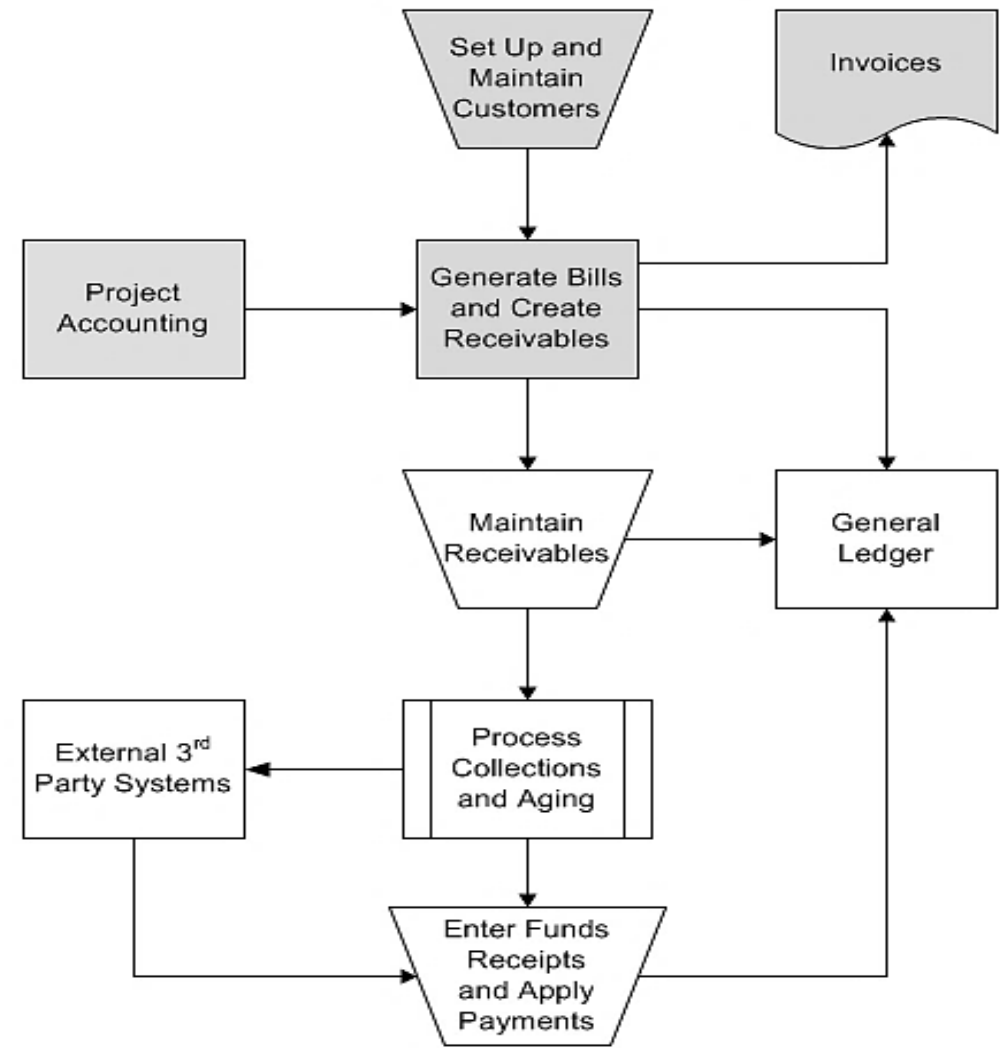


Accounts Receivable Module (continued)

The Accounts Receivable module posts entries generated during these processes to General Ledger.

General Ledger updates Accounts Receivable with identifying information (Journal ID, Date, etc.) so entries can be easily traced through Cardinal.

Accounts Receivable also shares Collections and Aging data with external 3rd party systems.

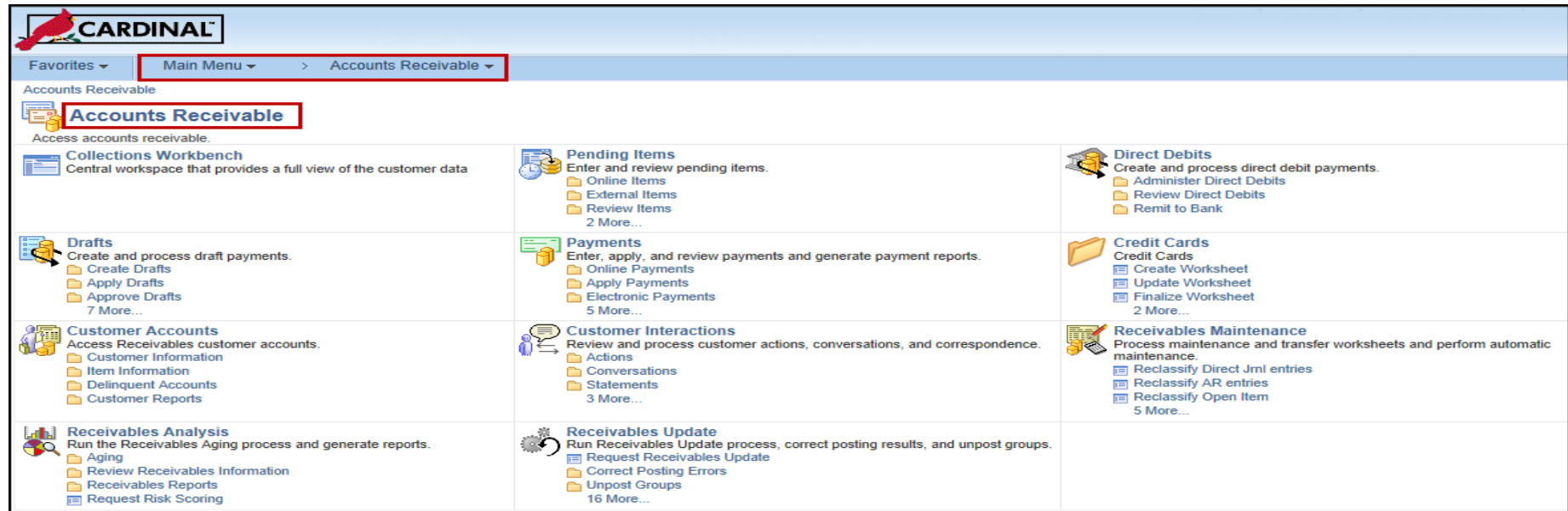


Accounts Receivable Module (continued)

The **Accounts Receivable** menu option gives access to the major functions in Accounts Receivable.

Navigate to this page using the following path:

Main Menu > Accounts Receivable



CARDINAL

Favorites ▾ Main Menu ▾ > Accounts Receivable ▾

Accounts Receivable

Accounts Receivable
Access accounts receivable.

Collections Workbench Central workspace that provides a full view of the customer data	Pending Items Enter and review pending items. <ul style="list-style-type: none">Online ItemsExternal ItemsReview Items2 More...	Direct Debits Create and process direct debit payments. <ul style="list-style-type: none">Administer Direct DebitsReview Direct DebitsRemit to Bank
Drafts Create and process draft payments. <ul style="list-style-type: none">Create DraftsApply DraftsApprove Drafts7 More...	Payments Enter, apply, and review payments and generate payment reports. <ul style="list-style-type: none">Online PaymentsApply PaymentsElectronic Payments5 More...	Credit Cards Credit Cards <ul style="list-style-type: none">Create WorksheetUpdate WorksheetFinalize Worksheet2 More...
Customer Accounts Access Receivables customer accounts. <ul style="list-style-type: none">Customer InformationItem InformationDelinquent AccountsCustomer Reports	Customer Interactions Review and process customer actions, conversations, and correspondence. <ul style="list-style-type: none">ActionsConversationsStatements3 More...	Receivables Maintenance Process maintenance and transfer worksheets and perform automatic maintenance. <ul style="list-style-type: none">Reclassify Direct Jml entriesReclassify AR entriesReclassify Open Item5 More...
Receivables Analysis Run the Receivables Aging process and generate reports. <ul style="list-style-type: none">AgingReview Receivables InformationReceivables ReportsRequest Risk Scoring	Receivables Update Run Receivables Update process, correct posting results, and unpost groups. <ul style="list-style-type: none">Request Receivables UpdateCorrect Posting ErrorsUnpost Groups16 More...	



Maintain Receivables

The Maintain Receivables process helps end users to manage receivable balances.

Maintenance is performed using a maintenance worksheet, which is a workspace for offsetting items, write-offs, or adjustments.

Receivables maintenance items include debit or credit memos, adjustments, on-account payments, and matches. Maintenance worksheets can be used to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

Worksheet Application

Unit 50100 Worksheet ID 21563 Currency USD Accounting Date 12/02/2016 Reason Code

Item Action: Entry Type **Offset an Item** Reason

Row Selection: Choice **Select Range** Range **Go**

Display Control: Display **All Items** **Go**

Absolute Value Sort

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Event	Unit	Customer	Service Purchase ID	Installment Number
	1	<input type="checkbox"/>	-300.00	USD	011-A		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	000000092		
	2	<input checked="" type="checkbox"/>	-500.00	USD	022-A		MATCH	<input type="text"/>	<input type="text"/>	50100	000000092		
	3	<input type="checkbox"/>	-150.00	USD	033-A		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	000000092		
	4	<input type="checkbox"/>	-100.00	USD	044-A		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	000000092		
	5	<input checked="" type="checkbox"/>	300.00	USD	055-A		MATCH	<input type="text"/>	<input type="text"/>	50100	000000092		
	6	<input type="checkbox"/>	300.00	USD	066-A		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	000000092		
	7	<input checked="" type="checkbox"/>	100.00	USD	077-A		MATCH	<input type="text"/>	<input type="text"/>	50100	000000092		
	8	<input type="checkbox"/>	150.00	USD	088-A		<input type="text"/>	<input type="text"/>	<input type="text"/>	50100	000000092		

Balance

Dr	400.00	Cr	-500.00	Adj	0.00	Net	-100.00	WO	0.00	Ref	0.00
----	--------	----	---------	-----	------	-----	---------	----	------	-----	------

Worksheet Selection: Worksheet Application Worksheet Action: Attachments (0) View Audit Logs

Save **Return to Search** **Notify** **Refresh**



Maintain Receivables (continued)

Navigate to the **Create Worksheet** page using the following path:

Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

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Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Receivables Maintenance ▾ > Maintenance Worksheet ▾ > **Create Worksheet**

Worksheet Selection | Worksheet Matches

Unit 50100 Worksheet ID NEXT

Customer Criteria

*Customer Criteria: None

Customer Reference

Cust ID [] Name [] Remit SetID [] Corporate SetID [] MICR ID [] Rate Type: CRRNT [] Business Unit [] Remit From ID [] Corporate ID []

Find | View All | First 1 of 1 Last

Link MICR

Acctg Date: 02/13/2017

Reference Criteria

*Reference Criteria: None

*Restrict to: All Customers

*Match Rule: Exact Match

Anchor BU []

Item Reference

Qual Code	Reference	To Reference
[]	[]	[]

Personalize | Find | View All | First 1 of 1 Last

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only Exclude Collection Items Exclude Deduction Items Exclude Dispute Items

Advanced Inclusion Options

Worksheet Action

Build Clear Created Date/Time Number of items in worksheet: 0

Worksheet Selection Worksheet Application Worksheet Action

Save Notify Refresh Add Update/Display

Worksheet Selection | Worksheet Matches



Collections and Aging

The aging process is a tool used to calculate the age of outstanding customer accounts receivable balances.

This process runs nightly and automatically categorizes receivables by date.

The Aging process updates summary aging information that appears on various inquiry pages.

Management and collection departments rely on aging to identify delinquent accounts and take appropriate action.



Collections and Aging (continued)

There are several aging reports that show the history and category of the item. For example, you can use the **Aging Summary by Unit** report can be used to see aged open balances for every customer in a business unit.

Navigate to this page using the following path:

Main Menu > Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt

The screenshot shows the 'Aging Summary by Unit' report configuration page. The breadcrumb navigation is: Favorites > Main Menu > Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt. The page title is 'Aging Summary by Unit'. Below the title, there are fields for 'Run Control ID' (Aging_Summary_by_Unit_Rpt), 'Language' (English), and a 'Run' button. The 'Report Request Parameters' section includes: 'As of Date' (02/23/2017), 'Use System Date' (checkbox), 'SetID' (STATE), 'Statewide SetID', 'Aging ID' (STND), 'Standard', 'Amount Type' (Base Curr), 'Rate Type' (CRRNT), 'Current Rate', '*Display Option' (Include All), and three checkboxes: 'Exclude IU Customers', 'Exclude Customers with Different Aging ID', and 'Print By SubCustomer'. At the bottom, there is a 'System Activity' section with 'Personalize | Find | View All | First | 1 of 1 | Last' and a table with columns '*Business Unit' and 'Description'. The table contains one row: '50100' and 'VA Dept of Transportation'. At the very bottom, there are buttons for 'Save', 'Return to Search', 'Notify', 'Add', and 'Update/Display'.



Enter Funds Receipts and Apply Payments

Payments may or may not correspond to an open Accounts Receivable item.

- If the payment corresponds to an Accounts Receivable item, a payment worksheet is created so that the payment is applied to the item. The worksheet is saved for further processing and posting.
- If the payment does not correspond to an Accounts Receivable item, it will be recorded as a Direct Journal.

Identifying information for payments related to receivable items. This identifying information, such as an **Item ID** or **Customer ID**, is entered to aid application of payments that reduce the receivable balances.



Enter Funds Receipts and Apply Payments (continued)

Deposits and payments posted to the Accounts Receivable module are posted to the invoices created in the **Billing** module.

Navigate to this page using the following path:

Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

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Favorites ▾ Main Menu ▾ > Accounts Receivable ▾ > Payments ▾ > Online Payments ▾ > **Regular Deposit**

Totals Payments

Unit 50100 Deposit ID NEXT Delete Deposit

*Accounting Date 02/13/2017 [B] Control Currency [] [Q]
*Bank Code [] [Q] Format Currency USD [] [Q]
*Bank Account [] [Q] Rate Type []
*Deposit Type [] [Q] Exchange Rate []

Control Totals		Control Data	
Control Total Amount	0.00	*Count	0
Entered Total Amount	0.00	Count	1
Difference Amount	0.00	Count	-1
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

*Received 02/13/2017 [B]
*Entered 02/13/2017 [B]
Posted
Assigned PPS1_STUART.HANDLAN [] [Q]
User PPS1_STUART.HANDLAN

Save Notify Refresh Add Update/Display

Totals | Payments



Lesson 2: Checkpoint

Now is your opportunity to check your understanding of the course material.

Read the question on the next slide(s), select answer(s) and click **Submit** to see if you chose the correct response.



Which of the following is **NOT** an Accounts Receivable process in Cardinal?

- Generate Bills and Create Receivables
- Collections and Aging
- Create Requisitions
- Maintain Receivables

Adjust bills is one of the Generate Bills and Create Receivables sub-processes:

- True
- False



Lesson 2: Summary

2

Accounts Receivable Processes

In this lesson, you learned:

- Set up and Maintain Customers
- Generate Bills and Create Receivables
- Maintain Receivables
- Collections and Aging
- Enter Funds Receipts and Apply Payments



Lesson 3: Introduction

3

Billing and Accounts Receivable Integration and Interfaces

This lesson covers the following topics:

- Integration with General Ledger and Project Accounting
- Interfaces



Integration with General Ledger and Project Accounting

Accounts Receivable sends accounting entries to the General Ledger.

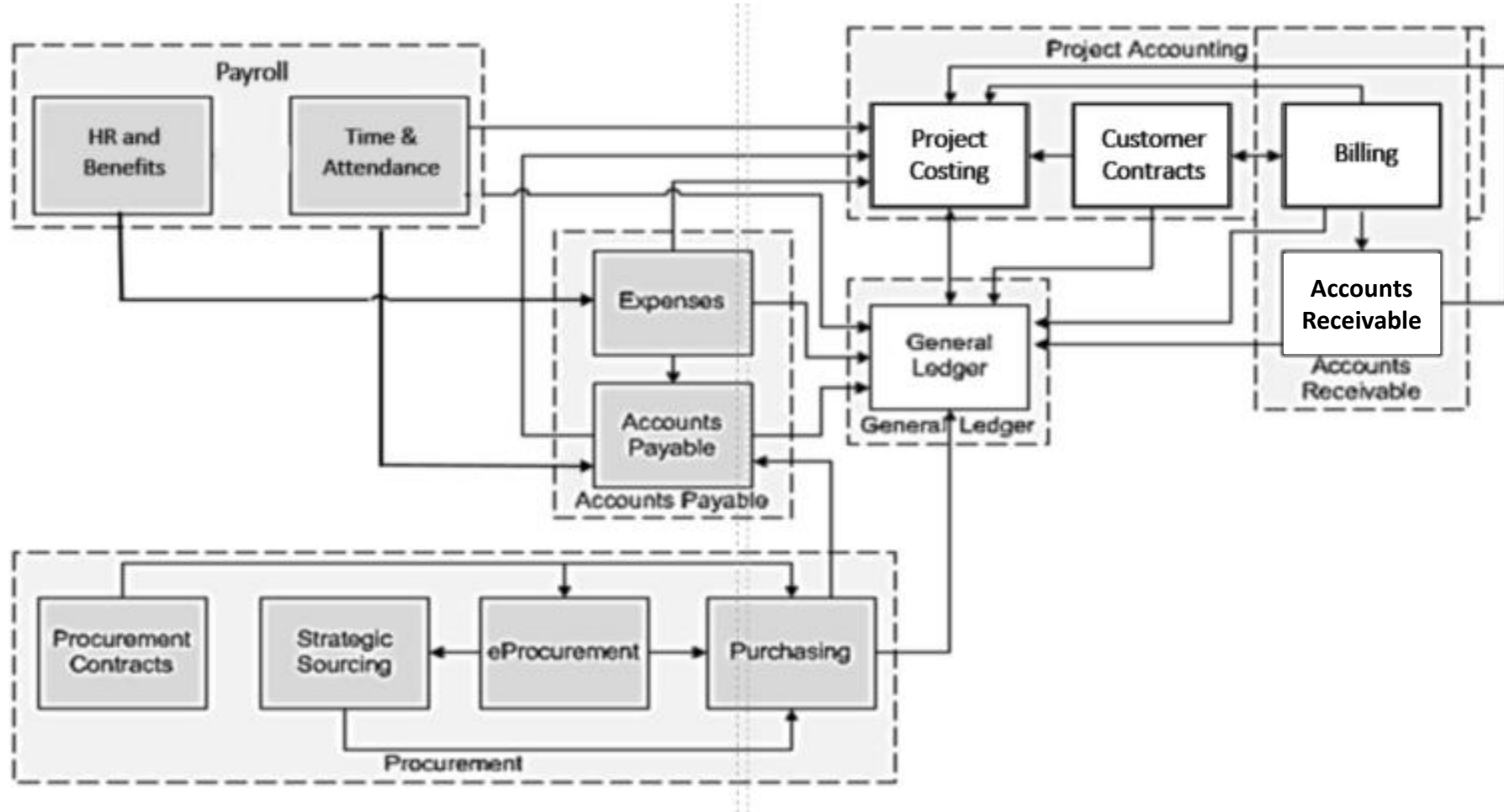
The Project Costing/Customer Contracts module sends project billing data to the Billing module in the Accounts Receivable functional area. The Billing module then creates the related invoices and accounting entries.

Once the invoices are final, related billing data is available to upload to the Customer Contracts and Project Costing modules.

Adjustments made to billing or receivables create entries that update project information in the Project Costing module.



Integration with General Ledger and Project Accounting





Interfaces

Accounts Receivable also interfaces with other systems outside of Cardinal, including the following:

Department of Taxation - Accounts Receivable sends and receives collection data to and from the Department of Taxation during the Collections and Aging process. Accounts Receivable receives payment data from the Department of Taxation in the Enter Funds Receipts and Apply Payments process. These interfaces allow us to collect past-due receivables from any payments another state agency might make to the customer.

Department of Treasury - Accounts receivable sends finalized deposit data to the Department of Treasury. The data is uploaded to their reconciliation system daily, and is used to reconcile deposit data from Cardinal with that of bank statements.

Federal Highway Administration (FHWA) - Cardinal Accounts Receivable also sends Project Billing Data to FHWA on a daily basis.



Lesson 3: Checkpoint

Now is your opportunity to check your understanding of the course material.

Read the question on the next slide(s), select answer(s) and click **Submit** to see if you chose the correct response.



The Project Accounting Customer Contracts module sends project billing date to the Billing module in the Accounts Receivable functional area?

- True
- False



Lesson 3: Summary

3

Billing and Accounts Receivable Integration and Interfaces

In this lesson, you learned:

- The Accounts Receivable functional area integrates with two other functional areas in Cardinal: General Ledger and Project Costing.
- The Accounts Receivable functional area interfaces with other major systems including Department of Taxation, Department of Treasury, and the Federal Highway Administration.



Course Summary

AR120

Billing and Accounts Receivable Overview

In this course, you learned:

- The Accounts Receivable functional area is composed of two modules: Accounts Receivable and Billing.
- The five Accounts Receivable processes are:
 - Set Up and Maintain Customers
 - Generate Bills and Create Receivables
 - Maintain Receivables
 - Collections and Aging
 - Enter Funds Receipts and Apply Payments
- Accounts Receivable integrates with other Cardinal functional areas and interfaces with external entities.



Course Evaluation

Congratulations! You successfully completed the **501 AR120: Billing and Accounts Receivable Overview** course.

Click here to access the evaluation survey for this course.

Once you have completed and submitted the survey, close the survey window. To close the web based training course, click the [X] button in the upper right corner.





Appendix

- Key Terms
- Allowed Extensions on Attachments in Cardinal
- Flowchart Key



Key Terms

Aging Process: Tool that calculates the age of outstanding customer accounts receivable balances. Management and collection departments rely on aging reports to identify delinquent accounts and take appropriate action.

There are five aging type options available in Cardinal.

- Dispute Aging
- Deduction Aging
- Collection Aging
- Doubtful Aging
- Draft Aging

Customer: An entity responsible for paying the agency.

In Cardinal there are four general customer types available

- Government (Federal, City, County, or Town)
- Business
- Individual
- State Agency

Deposits: Payments received from customers. A payment can be applied to multiple items for a single customer or to multiple items from different customers.

Installment Billing: Method used to invoice customer in segments, with the total amount due divided equally.



Key Terms (continued)

Invoice: Bill issued by an agency for their participation in project costs or for amounts due to an agency for goods or services.

Open Items: Amounts billed to a customer but not paid, also known as **Pending Items**.

Pending Items: Receivables that have not yet been posted to an account in Cardinal.

Pro Forma: Preview of a Billing Invoice, with the option to print and view invoices before finalizing the bill.

Receivables: Amounts owed to the Department from individuals or other entities (including state, federal, and local governments, individuals, or businesses).

Recurring Billing: Method used to reproduce bills or portions of bills on a set schedule, and generate invoices by using templates.





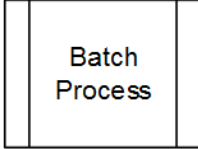
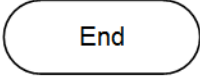
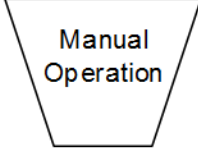
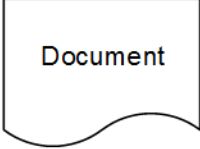
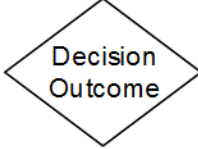
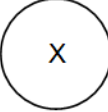
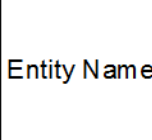
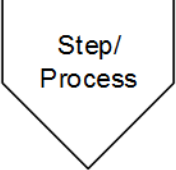
Allowed Extensions on Attachments in Cardinal

The following is a list of file extensions that are allowed on attachments uploaded to Cardinal. You should only attach key supporting documents that either enhance the electronic Cardinal transaction approval process or are instrumental as part of the transaction history. The Cardinal system should not be relied upon to maintain agency documentation and should not be considered the official retention source of the agency. Supporting documents, as required by all applicable regulatory/governing bodies, should be maintained by the agency apart from the Cardinal attachment functionality.

Allowed Extensions on Attachments in Cardinal		
.BMP	.CSV	.DOC
.DOCX	.JPE	.JPEG
.JPG	.MSG	.PDF
.PNG	.PST	.RTF
.TIF	.TIFF	.TXT
.XLS	.XLSX	.XML



Flowchart Key

	Depicts a process step or interface.		Indicates point at which the process begins. Does not represent any activity.
	Specifies a batch process.		Indicates point at which the process ends. Does not represent any activity.
	Depicts a process step that is preformed manually.		Depicts a document of any kind, either electronic or hard copy.
	Defines the possible outcomes of a decision or analysis that took place in a step immediately preceding.		Indicates an on-page or intra process connector. Used to avoid complex overlapping connector lines or to continue a process on a subsequent page.
	Represents an entity (person, organization, etc.).		Connects steps between business processes.