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.
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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 ZotIPortal 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

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 **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 available 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.

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

<table>
<thead>
<tr>
<th>ACTION</th>
<th>CUSTOMER NUMBER</th>
<th>CUSTOMER TYPE</th>
<th>CUSTOMER NAME</th>
<th>CUSTOMER ID</th>
<th>EMPLOYEE ID</th>
<th>PHONE NUMBER</th>
<th>TAX NUMBER</th>
<th>ACTIVE INDICATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Report Address</td>
<td>RIC3055</td>
<td>CG Billing Agencies</td>
<td>RICE UNIVERSITY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>Edit Report Address</td>
<td>RIC4369</td>
<td>Financial Services AR</td>
<td>RICE UNIVERSITY</td>
<td></td>
<td>310-123-4567</td>
<td></td>
<td></td>
<td>Active</td>
</tr>
</tbody>
</table>

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.

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
  - 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:**

  ![Image of Address Form]

  - **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.
  
  - Do NOT add any personal, sensitive, or restricted information into this section.

- 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 Action Requested type of FYI, then click the green ADD button.
Add a New Customer

- **Route Log** (informational only):

  ![Route Log](image)

  - 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.

  ![Success Message](image)

- 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 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:**

- The **Description** will be either:
  - Sundry Debtor
  - Third-Party Billing

- In the **Explanation** field, type a **brief description** about Why you are submitting a vendor / customer change request.

**General Information:**

- 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):**

  ![Notes and Attachments Image]

  - 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.
  - **Do NOT** add any personal, sensitive, or restricted information into this section.

- **Ad Hoc Recipients (optional):**

  ![Ad Hoc Recipients Image]

  - 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 *Action Requested* type of **FYI**, then click the green **ADD** button.
**Edit an Existing Customer**

- **Route Log** (informational only):

<table>
<thead>
<tr>
<th>Title</th>
<th>New Customer - TEWERT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Customer</td>
</tr>
<tr>
<td>Initiator</td>
<td>Initiator, Name</td>
</tr>
<tr>
<td>Route Status</td>
<td>ENROUTE</td>
</tr>
<tr>
<td>Node(s)</td>
<td>AdHoc</td>
</tr>
</tbody>
</table>

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.

![Message: 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 Table]

<table>
<thead>
<tr>
<th>Document Id</th>
<th>Document Types</th>
<th>Title</th>
<th>Status</th>
<th>Application Document Status</th>
<th>Initiator</th>
<th>Date Created</th>
<th>Route Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>12713538</td>
<td>Customer</td>
<td>Edit Customer - update phone number</td>
<td>FINAL</td>
<td></td>
<td>Germain, Mary</td>
<td>01/20/2023 08:41 AM</td>
<td>View</td>
</tr>
<tr>
<td>12713545</td>
<td>Customer Invoice</td>
<td>Customer Invoice - Fin Svc: IR-6306 COLFUTURO</td>
<td>FINAL</td>
<td></td>
<td>Germain, Mary</td>
<td>01/19/2023 03:39 PM</td>
<td>View</td>
</tr>
<tr>
<td>12713542</td>
<td>Customer</td>
<td>New Customer - THIRD PARTY BILLING</td>
<td>FINAL</td>
<td></td>
<td>Germain, Mary</td>
<td>01/19/2023 03:27 PM</td>
<td>View</td>
</tr>
</tbody>
</table>
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. The Document Number is the Invoice Number. 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:**

  - **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.

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.
Create a Customer Invoice

- **General:**
  - **Customer Information:**

    ![UI Image]

    - **Customer Number:** Type 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.

    ![Customer Invoice Image]

    - **Customer Purchase Order Number & Date:** Enter this information if applicable. It will appear on the invoice if entered.
Create a Customer Invoice

**Detail Information:** Do Not change 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).

![ACCOUNTING LINES](image)

- 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**.

<table>
<thead>
<tr>
<th>CHART</th>
<th>ACCOUNT</th>
<th>SUB-ACCOUNT</th>
<th>OBJECT</th>
<th>SUB-OBJECT</th>
<th>PROJECT</th>
<th>ORG REF ID</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>IR</td>
<td>UC18886</td>
<td>688884 FA BALAN. UCI BALANCE SH...</td>
<td>J295</td>
<td>CA-REG FEES REC...</td>
<td></td>
<td></td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

- 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.

- **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.
  - Do NOT add any personal, sensitive, or restricted information into this section.
Create a Customer Invoice

- Ad Hoc Recipients (optional):

  - Ad Hoc Recipients 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.

- 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.

![Customer Invoice Image]

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**.

   ![Search Results Table]

   - 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.

   ![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

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.

- 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.
取消客户发票

- 发票将打开。
- 确认您正在查看要取消的发票。
- 确认发票总金额和未付款金额相同。
- 要取消发票，请点击页面底部的“错误更正”按钮。
- 前者的详细信息将被复制到一个新更正文档中，并创建一个新的Doc Nbr。
- 原始文档的ID号将被引用在新文档中，表明您正在更正/取消该文档。
- 新发票金额将全额取消原始金额。
- 发票总金额和会计项目金额将显示为负数，以反映取消和原始条目的逆向。
- 您不能更改取消/错误更正发票的任何部分。
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.
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.
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:**

<table>
<thead>
<tr>
<th>Invoice Items</th>
<th>Item Code</th>
<th>Description</th>
<th>Unit Price</th>
<th>Amount</th>
<th>Tax Amount</th>
<th>Total Amount</th>
<th>Open Invoice Quantity</th>
<th>Open Invoice Amount</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 SUNDY EA</td>
<td>0.7674796198</td>
<td>SUNDY DEBTER</td>
<td>591.26</td>
<td>591.26</td>
<td>0.00</td>
<td>591.26</td>
<td>0.7674796198</td>
<td>453.78</td>
<td>Recalculate</td>
</tr>
<tr>
<td>2 SUNDY EA</td>
<td>100</td>
<td>SUNDY DEBTER</td>
<td>100.00</td>
<td>100.00</td>
<td>0.00</td>
<td>100.00</td>
<td>0.0000000000</td>
<td>0.00</td>
<td>Recalculate</td>
</tr>
</tbody>
</table>

- **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.

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

- **Notes and Attachments** (required):

  ![NOTES AND ATTACHMENTS](image)

  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.

  - Do NOT add any personal, sensitive, or restricted information into this section.
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.

<table>
<thead>
<tr>
<th>Title</th>
<th>New Customer - TEWERT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Customer</td>
</tr>
<tr>
<td>Initiator</td>
<td>Initiator, Name</td>
</tr>
<tr>
<td>Route Status</td>
<td>ENROUTE</td>
</tr>
<tr>
<td>Node(s)</td>
<td>Ad-hoc</td>
</tr>
</tbody>
</table>

- 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.
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**.

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.
Decision Support Customer Aging Report

1. Go to the UCI ZotPortal 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 ZotPortal 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**

8. **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.
Using Wildcards in Financial Services KFS AR

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

<table>
<thead>
<tr>
<th>Search Wildcards</th>
<th>Looks For Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>doc</td>
<td>Exact Match of &quot;doc&quot;</td>
</tr>
<tr>
<td><em>doc</em></td>
<td>Includes &quot;doc&quot; anywhere within the result</td>
</tr>
<tr>
<td>doc*</td>
<td>Starts with &quot;doc&quot;</td>
</tr>
<tr>
<td>*doc</td>
<td>End with &quot;doc&quot;</td>
</tr>
<tr>
<td><em>doc</em></td>
<td>fin*</td>
</tr>
<tr>
<td><em>doc</em>&amp;&amp;<em>fin</em></td>
<td>Includes &quot;doc&quot; and &quot;fin&quot; in any order</td>
</tr>
<tr>
<td><em>doc</em></td>
<td>fin*</td>
</tr>
<tr>
<td>!CAOF</td>
<td>Exclude (!) all values of &quot;CAOF&quot;</td>
</tr>
<tr>
<td>&gt;100</td>
<td>Values/Amounts greater than 100</td>
</tr>
<tr>
<td>&lt;100</td>
<td>Values/Amounts less than 100</td>
</tr>
<tr>
<td>!CAOF</td>
<td>Exclude (!) all values of &quot;CAOF&quot;</td>
</tr>
<tr>
<td>50..100</td>
<td>Values/Amounts between 50 and 100</td>
</tr>
</tbody>
</table>

* or % can be used interchangeably
# Financial Services KFS AR Terminology

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Biller</td>
<td>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</td>
</tr>
<tr>
<td>2. Biller Organization</td>
<td>The organization or department that bills the customer for goods sold, or services rendered</td>
</tr>
<tr>
<td>3. Customer (CUS)</td>
<td>An individual or business entity that purchases goods or services from UCI. A Customer ID number is auto generated &amp; assigned by KFS once a customer has been approved by Financial Services.</td>
</tr>
<tr>
<td>4. Customer Type</td>
<td>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.</td>
</tr>
<tr>
<td>5. Processor &amp; Processing Organization</td>
<td>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.</td>
</tr>
<tr>
<td>6. Customer Invoice (INV)</td>
<td>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.</td>
</tr>
<tr>
<td>7. Invoice Item Code</td>
<td>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.</td>
</tr>
<tr>
<td>8. Customer Credit Memo</td>
<td>A document created to change a portion of a charge on the customer account/invoice that has not been fully paid.</td>
</tr>
</tbody>
</table>