



Billing and Accounts Receivable Management (External Customers)

Function	Action	Who Performs	PeopleSoft Role	Type of Role	Comments
Administer PeopleSoft System for External Customers	Administers the configuration and maintenance of the accounts receivable system.	New	UF-CR-AR-ADMINISTRATOR	UF Bridges Team Member	THIS IS NOT AVAILABLE TO THE CAMPUS.
Administer PeopleSoft System for External Customers	Administers the configuration and maintenance of the billing system.	New	UF_CR_BI_ADMINISTRATOR	UF Bridges Team Member	THIS IS NOT AVAILABLE TO THE CAMPUS.
Establish Customers	Enter customer information, bill to options, contact information, link contact to customer, credit card information	New	UF_CR_CSR	UF Bridges Team Member	THIS IS NOT AVAILABLE TO THE CAMPUS.
Billing	Enter, adjust, maintain, generate, send, and re-send invoices.	Department fiscal personnel	UF_CR_BI_SPECIALIST	End User	Employees (UF_CR_BI_SPECIALIST or UF_CR_AR_COLLECTOR) with access to enter or adjust accounts receivable records should not have access to collections (UF_CR_AR_CASHIER). Support (cash register tapes, university receipts, etc.) for sales or services provided is retained.
Accounts Receivable	Print and send statements and dunning letters. Assess/waive late fees. Process refunds and write offs.	Department fiscal managers	UF_CR_AR_COLLECTOR	End User	Employees (UF_CR_BI_SPECIALIST or UF_CR_AR_DATAENTRY) with access to enter or adjust accounts receivable records should not have access to collections (UF_CR_AR_COLLECTOR).
Collection and deposit	Receive payments, prepare deposits and apply payments to accounts receivable using PeopleSoft worksheets.	Department fiscal personnel	UF_CR_AR_CASHIER	End User	

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Collection and deposit	Verifies accounting distributions and chartfields for applied payments. Jointly verifies with the cashier that daily deposits equal amounts applied to accounts receivable through the worksheet. Reviews support and authorizes adjusting entries to accounts receivable. Sends deposit to University Cashier.	Department fiscal personnel	UF_CR_AR_CASHIER	End User	This position is responsible for the accounting entries for the receipt of deposits and application to accounts receivable. Due to the complexity of recording the transactions, the employee must be able to understand journal entry preparation, chartfield use, and understand the consequences of the entries.
Final review and deposit	Verifies collections and deposit amounts. Identifies discrepancies and works with Cashier and departments for resolution. Sends deposit to bank.	University Cashier's Office	UF_CR_AR_UFS	Core User	THIS IS NOT AVAILABLE TO THE CAMPUS.
Refunds	Receives a written request from customer for a refund. Verifies that refund is due and that the customer is set up as a vendor. Enters refund/write off in PeopleSoft. PeopleSoft Refund Process does the rest in AR and sends the information over to AP for printing and distributing refund check.	Department fiscal managers	UF_CR_AR_COLLECTOR	End User	
Refunds	Print and distribute refund check	Purchasing and Disbursement Services	UF_AP_PAYCYCLE_ADMIN and University Disbursement Services Staff	Core User	THIS IS NOT AVAILABLE TO THE CAMPUS.