CS-SF User Group Meeting

"Without continual growth and progress, such words as improvement, achievement, and success have no meaning"
-Benjamin Franklin-

NORTH DAKOTA UNIVERSITY SYSTEM
ACCESS. INNOVATION. EXCELLENCE.

Campus Solutions- Student Financials
Collections

Version 9.0

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DEFINITION-STUDENT FINANCE COLLECTIONS MODULE

The Student Financials Collection module has the capability to track and record all communications on outstanding AR that may go to collections. Defining a process and procedure will allow daily activity in the Bursar's office to become more effective and efficient. The Collections module allows AR to become more organized and will streamline tasks and collections to particular collectors.

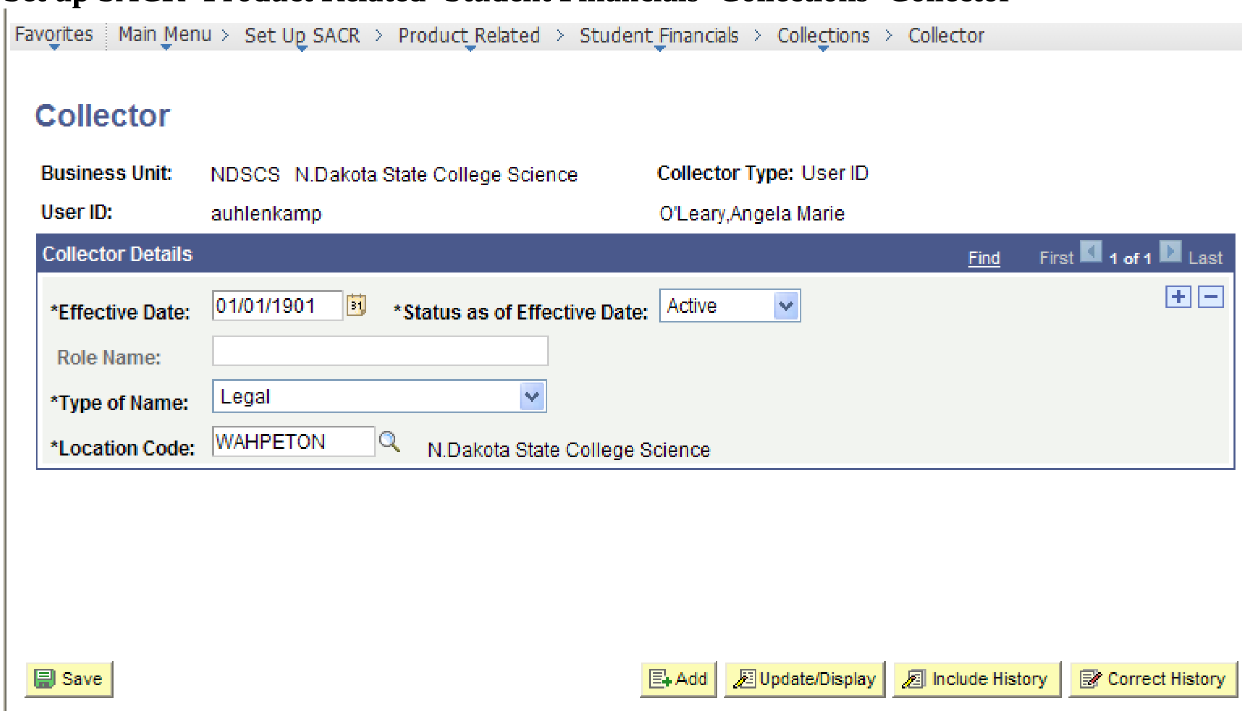
Credit History

Credit History process is the first step in collections. The process will take all outstanding past due balances and place them in the appropriate aging categories. The process will also (if configured) place and release a particular service indicator. It is recommended that this process is scheduled nightly.

Set Up on Collections

Setting up a Collector

Set up SACR>Product Related>Student Financials>Collections>Collector



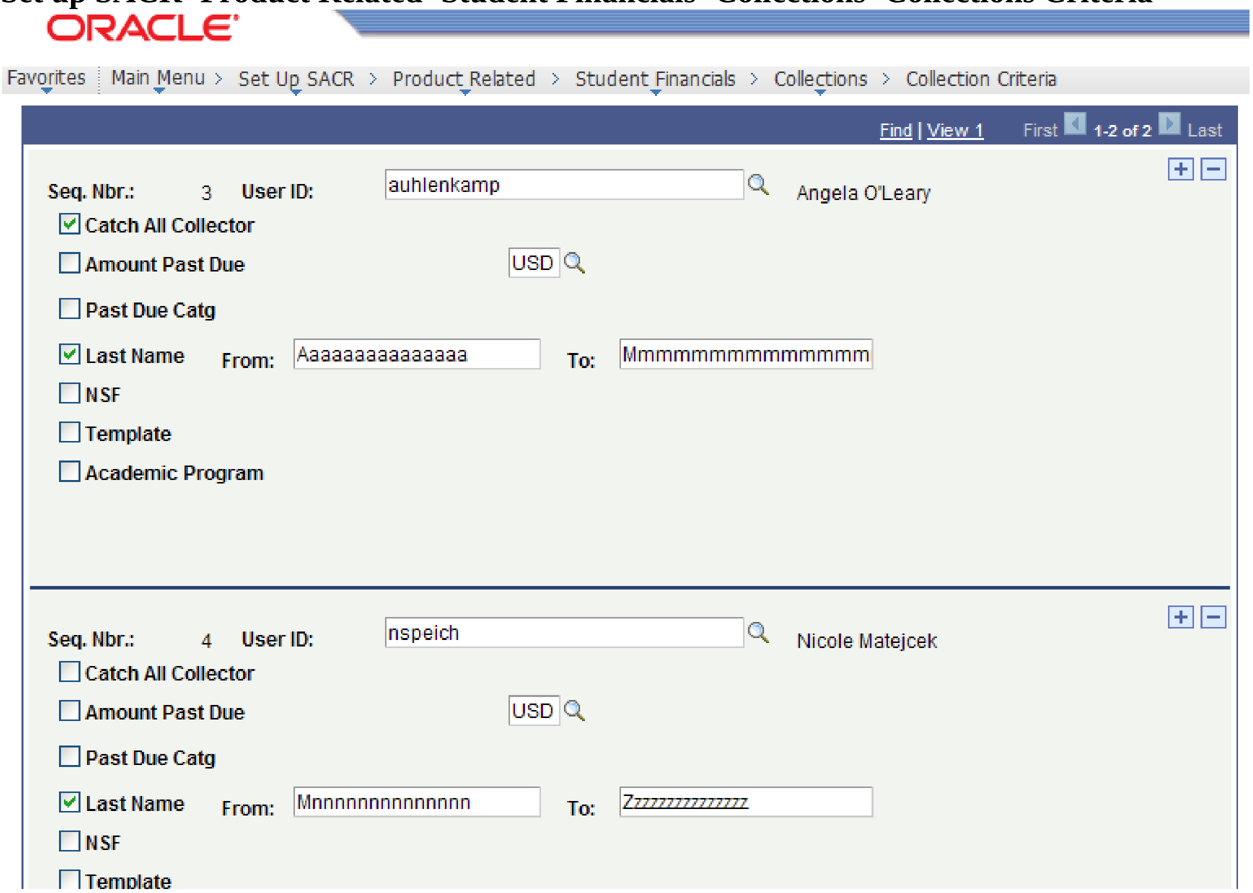
Role Name If your business unit assigns collection responsibilities by role rather than by user ID, select a collector role.

Type of Name Select the type of name that the system uses when referring to this collector.

Location Code Enter the code associated with the location where the collector is based.

Setting up Collection Criteria

Set up SACR>Product Related>Student Financials>Collections>Collections Criteria



User ID or **Role Name** Select a user ID or role name. The label of the field changes depending on your business unit setup. If you assign collection items by user ID, the User ID field appears. If you assign collection items by role, the Role Name field appears.

Catch All Collector Select to assign to this collector any collection items that did not meet any other collector's criteria.

Amount Past Due Select to assign collection items to this collector only if they meet the minimum past due amount you enter in the field that appears to the right of the check box when you select it.

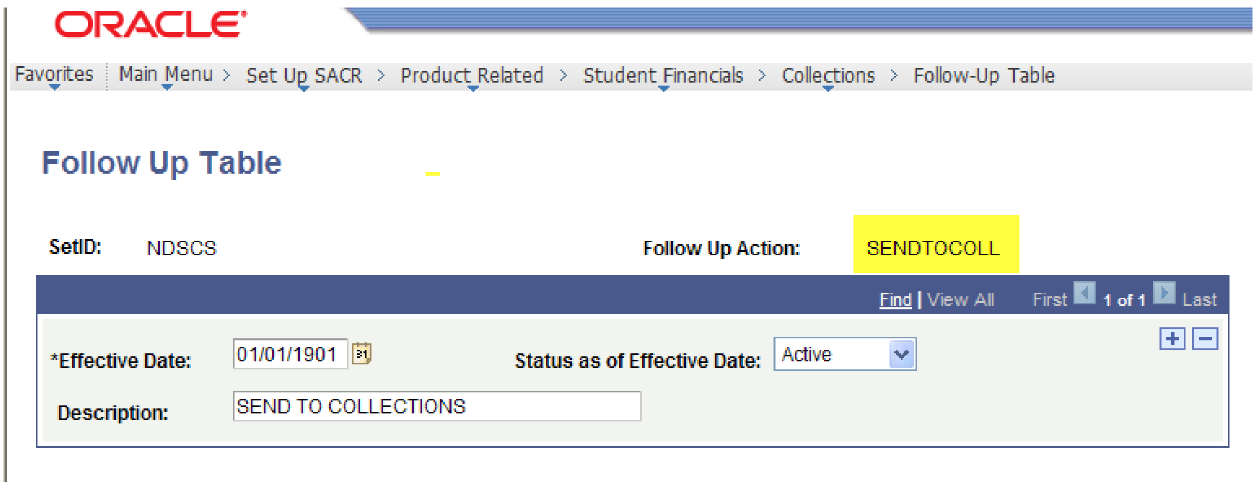
Past Due Catg (past due category)	Select to assign collection items to this collector only if they belong to the aging category you enter in the field that appears to the right of the check box when you select it.
Last Name, From, and **To**	Select to assign collection items to this collector only for students that fall within the range of last names you specify in the From and To fields that appear to the right of the check box when you select it. **TIP*** Aaaaaaaaaaa to Lzzzzzzzzzzzzzzz (this would include names like Lynn) If you only include characters like Lllllllllllll, then the name Lynn would be excluded from this array.
NSF (non-sufficient funds)	Select to assign to this collector only those collection items associated with students who have this item reason attached to their accounts.
Template and **Code**	Select the Template check box to attach a particular collections letter template to any collection items assigned to this when you run the Assign Collector process. In the Code field that appears to the right of the selected check box, select the code of the appropriate collection letter template.
Academic Program	Select to assign to this collector only those collection items within the academic programs you specify in the Academic Programs scroll area. This scroll area appears only if you select the Academic Programs check box.

Note. The system assigns collections to the first collector who meets the defined criteria. When assigning a collection item, the system reviews the criteria by sequence number starting with the lowest number. Therefore, you should create the criteria with the higher dollar amounts first. This will ensure that the high dollar collections are assigned to the collector who can best handle them. For example, suppose that you establish collection criteria with a sequence number of *1* with an Amount Past Due of $100.00 and a Past Due Catg of *03* (30-60 days past due). The system would assign to the collector linked to these criteria all collection items of $100.00 and above which were 30−60 days past due. A collector linked to collection criteria with a minimum past due amount greater than $100.00 for the same past due dates, but with a higher sequence number, would not be assigned any collections.

Setting up Follow-up Actions

Set up SACR>Product Related>Student Financials>Collections>Follow-up Table

Part of the collection process involves following up on past due items that remain in the collection system. The Collect Receivables feature enables you to create follow-up action codes that record the steps that you intend to take to resolve a collection item.

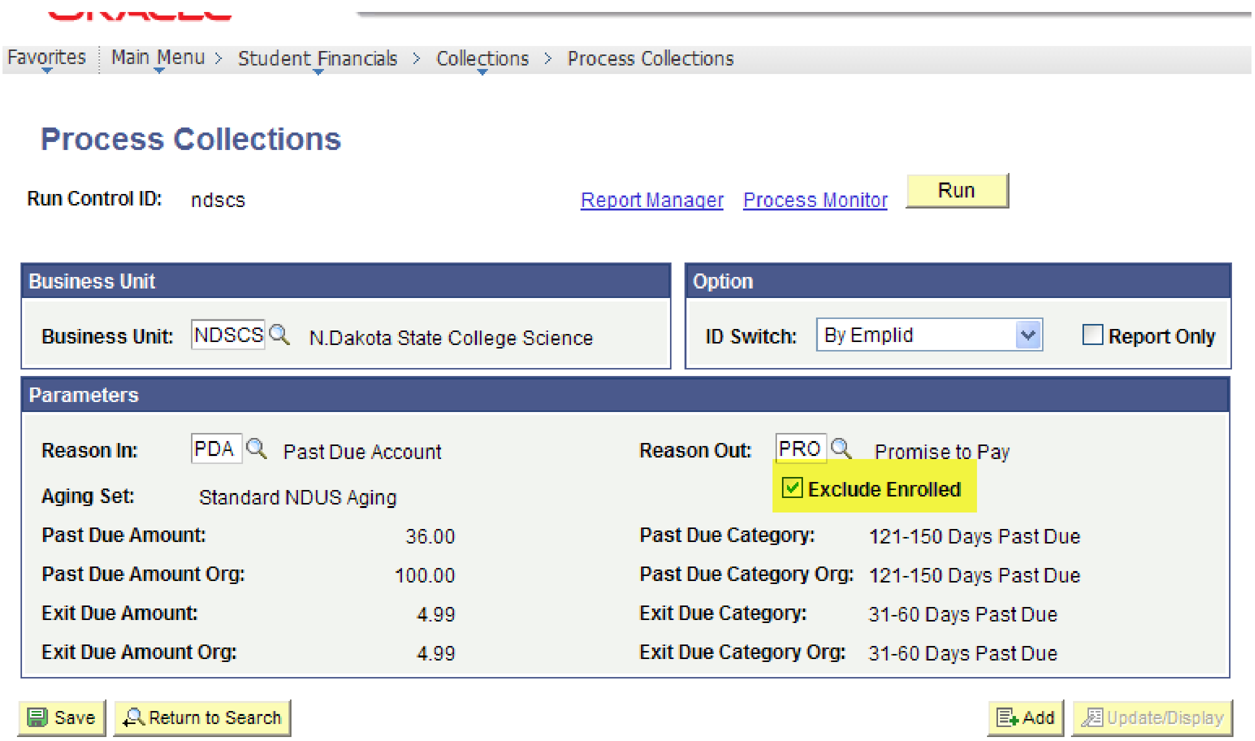


Note** For the Collections Extract to work, all schools will need to set up a Follow-up Action code of “SENDTOCOLL, and SENTTOCOLL”. The program will be looking for this hard coded value.

Running Collections

Process Collections

Student Financials>Collections>Process Collections



ID Switch Select whether you want to assign collection items for students or for organizations. The two valid values for this field are *By Emplid* and *By Org ID.*

Report Only The Assign Collector process normally generates a report of the collection items it assigns to collectors. If you want to generate the report of what assignments the system will make without actually making them, select this check box.

Exclude Enrolled Select whether you want to exclude enrolled students based off the most current active effective term set up under the SF term default page.

Parameters

Reason In This value should always be the same. PDB-Past Due Balance. This value does not impact a student or collector; it is used as a place holder. This does not appear on any reports or on self-service for the student.

Reason Out This value should always be the same. PRO-Promise to Pay. This value does not impact a student or collector; it is used as a place holder. This does not appear on any reports or self-service for the student.

The Assign Collector (SFCOLLEC) process assigns each receivable that is eligible for collection to a collector based on the collection criteria that you established during your collections setup. It creates new collection records for items moved into collections for the first time. In addition, it updates the collection records for items that have been resolved or modified since the last time the process was run.

Below is a sample copy of what the report looks like in a PDF format:

Report ID: SFCOLLEC
SetID:

PeopleSoft
COLLECTIONS

Page No. 1
Run Date 20-JUN-2011

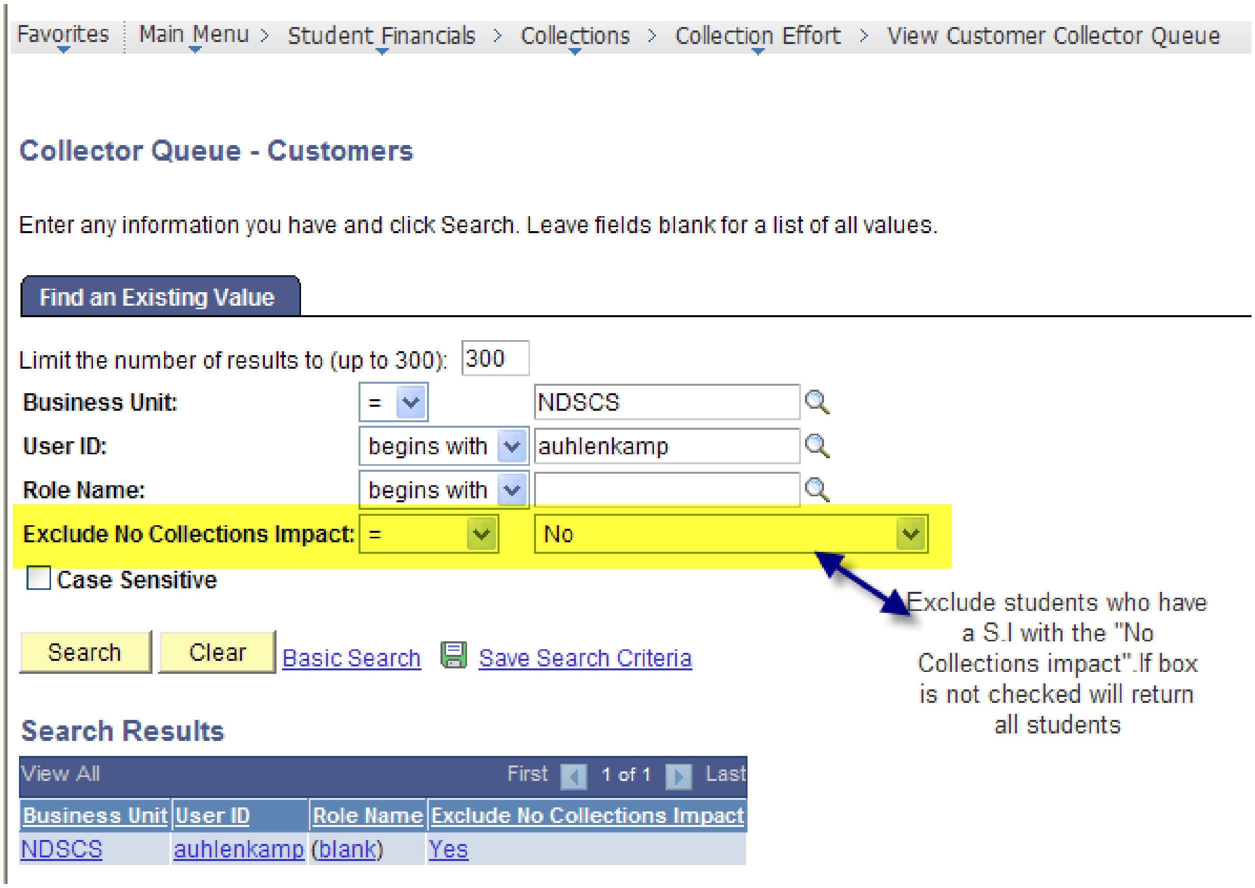
EMPLID	Name	Most Past Due Category	Amount	Total Amount	Collection ID	Collector Role Name	Comment
0 33					41038		Updated Status to Closed
71					41033		Updated Status to Closed
08	arie				39270		Updated Status to Closed
0	as	151+days	2,075.25	2,075.25	42464	auhlenkamp	Inserted new row
0		151+days	2,585.87	2,585.87	42465	nspeich	Inserted new row
9		151+days	469.46	469.46	42466	auhlenkamp	Inserted new row
7	llen	151+days	429.00	429.00	42467	nspeich	Inserted new row
5	S L	151+days	3,442.30	3,442.30	42468	nspeich	Inserted new row
02	K	151+days	504.15	504.15	42469	auhlenkamp	Inserted new row
7	G	151+days	1,074.48	1,074.48	42470	auhlenkamp	Inserted new row
3	P n	151+days	775.34	775.34	42471	nspeich	Inserted new row
7	C	151+days	233.90	233.90	42472	auhlenkamp	Inserted new row
	F	151+days	920.84	920.84	42473	auhlenkamp	Inserted new row
0	F	151+days	83.84	83.84	42474	nspeich	Inserted new row
52	F	151+days	69.00	69.00	42475	auhlenkamp	Inserted new row
0 1	herine	151+days	586.08	586.08	42476	auhlenkamp	Inserted new row
0		151+days	379.74	379.74	42477	nspeich	Inserted new row
0 31		151+days	228.94	228.94	42478	auhlenkamp	Inserted new row
0 3		151+days	179.97	179.97	42479	nspeich	Inserted new row

Run Time 09:30:04

Collector Queue-Customers

Student Financials>Collections>Collection Effort>View Customer Collector Queue

Collector will add their userid and hit search. This will show each collector each student that has been assigned to them.


Favorites | Main Menu > Student Financials > Collections > Collection Effort > View Customer Collector Queue

Collector Queue - Customers

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Limit the number of results to (up to 300): 300

Business Unit: = NDSCS

User ID: begins with auhlenkamp

Role Name: begins with

Exclude No Collections Impact: = No

Case Sensitive

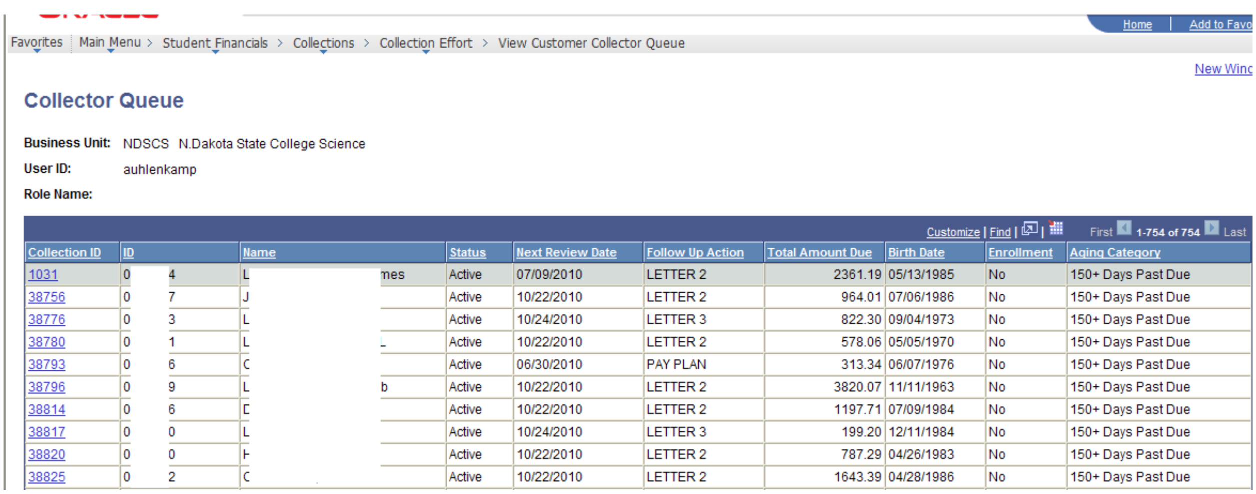
Search | Clear | Basic Search | Save Search Criteria

Exclude students who have a S.I with the "No Collections impact". If box is not checked will return all students

Search Results

View All First 1 of 1 Last

Business Unit	User ID	Role Name	Exclude No Collections Impact
NDSCS	auhlenkamp	(blank)	Yes


Home | Add to Favo

Favorites | Main Menu > Student Financials > Collections > Collection Effort > View Customer Collector Queue

New Winc

Collector Queue

Business Unit: NDSCS N.Dakota State College Science

User ID: auhlenkamp

Role Name:

Customize | Find | First 1-754 of 754 Last

Collection ID	ID	Name	Status	Next Review Date	Follow Up Action	Total Amount Due	Birth Date	Enrollment	Aging Category
1031	0 4	L mes	Active	07/09/2010	LETTER 2	2361.19	05/13/1985	No	150+ Days Past Due
38756	0 7	J	Active	10/22/2010	LETTER 2	964.01	07/06/1986	No	150+ Days Past Due
38776	0 3	L	Active	10/24/2010	LETTER 3	822.30	09/04/1973	No	150+ Days Past Due
38780	0 1	L	Active	10/22/2010	LETTER 2	578.06	05/05/1970	No	150+ Days Past Due
38793	0 6	C	Active	06/30/2010	PAY PLAN	313.34	06/07/1976	No	150+ Days Past Due
38796	0 9	L b	Active	10/22/2010	LETTER 2	3820.07	11/11/1963	No	150+ Days Past Due
38814	0 6	D	Active	10/22/2010	LETTER 2	1197.71	07/09/1984	No	150+ Days Past Due
38817	0 0	L	Active	10/24/2010	LETTER 3	199.20	12/11/1984	No	150+ Days Past Due
38820	0 0	H	Active	10/22/2010	LETTER 2	787.29	04/26/1983	No	150+ Days Past Due
38825	0 2	C	Active	10/22/2010	LETTER 2	1643.39	04/28/1986	No	150+ Days Past Due

Once the collector pulls a list of all students in their queue, the collector can begin to review each case. The information provided on this screen will be the student's Emplid, name, new modified items (Follow up Action, Total Amount Due, DOB, and the Aging Category) and if they are active in collections and the next review date.

Begin Customer Collections

Student Financials>Collections>Begin Customer Collections

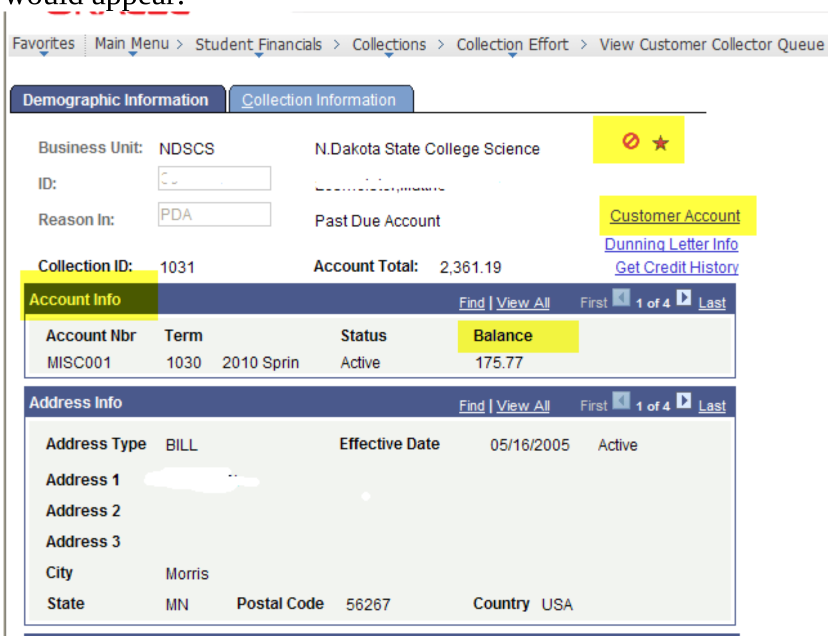
Collector would begin by entering the student's Emplid. If the student has not had active collections information on record, a message will appear that will state the following:

There is no active collection information for this person. Create new Collection record? (14810,204)

There is no active collection information for this person. Would you like to create a new Collection record for this individual?

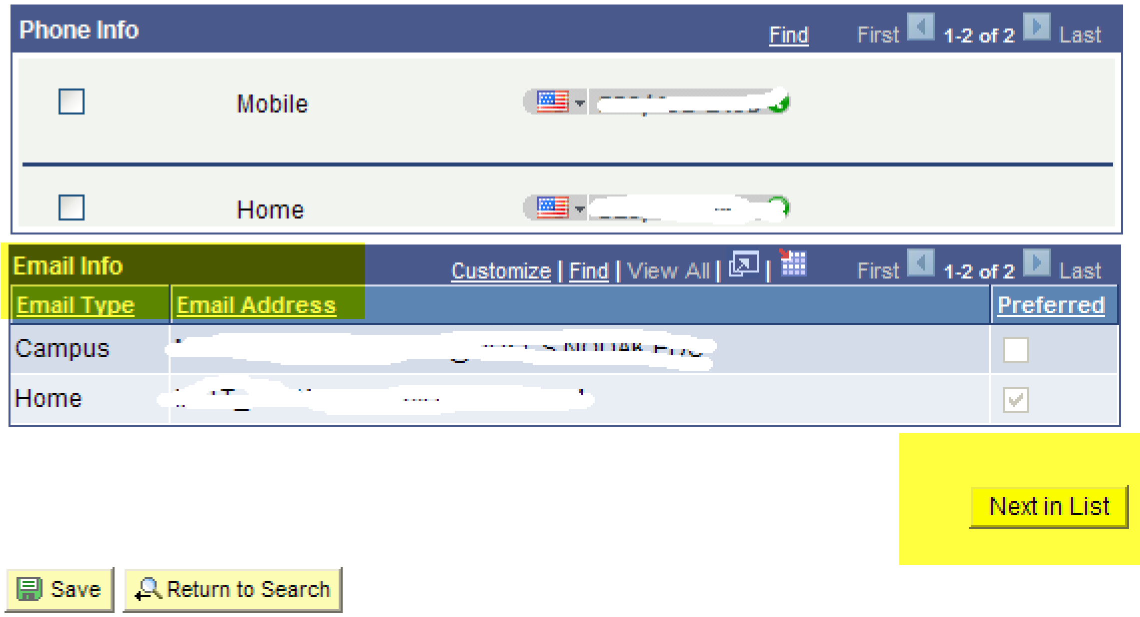
Yes No

Collector would select yes, create new collection record then the following information would appear:



Collector can now view the students account in a summary and click on View all. In this example there are 7 rows to view. This will allow the collector to see the account where the outstanding balance is coming from. If the collector needs to view an itemize list, need to refer to the customer account page for further detailed information. A modification to exclude accounts with balance is $0.00.

The Collector can also view all Address Types, phone numbers, and Email address available from the BIO/DEMO pages associated to this student, by clicking on the View All link. The Collector may also view all letters that may have been sent out to the student (once communication generation has been configured).



Modifications made to this page are:

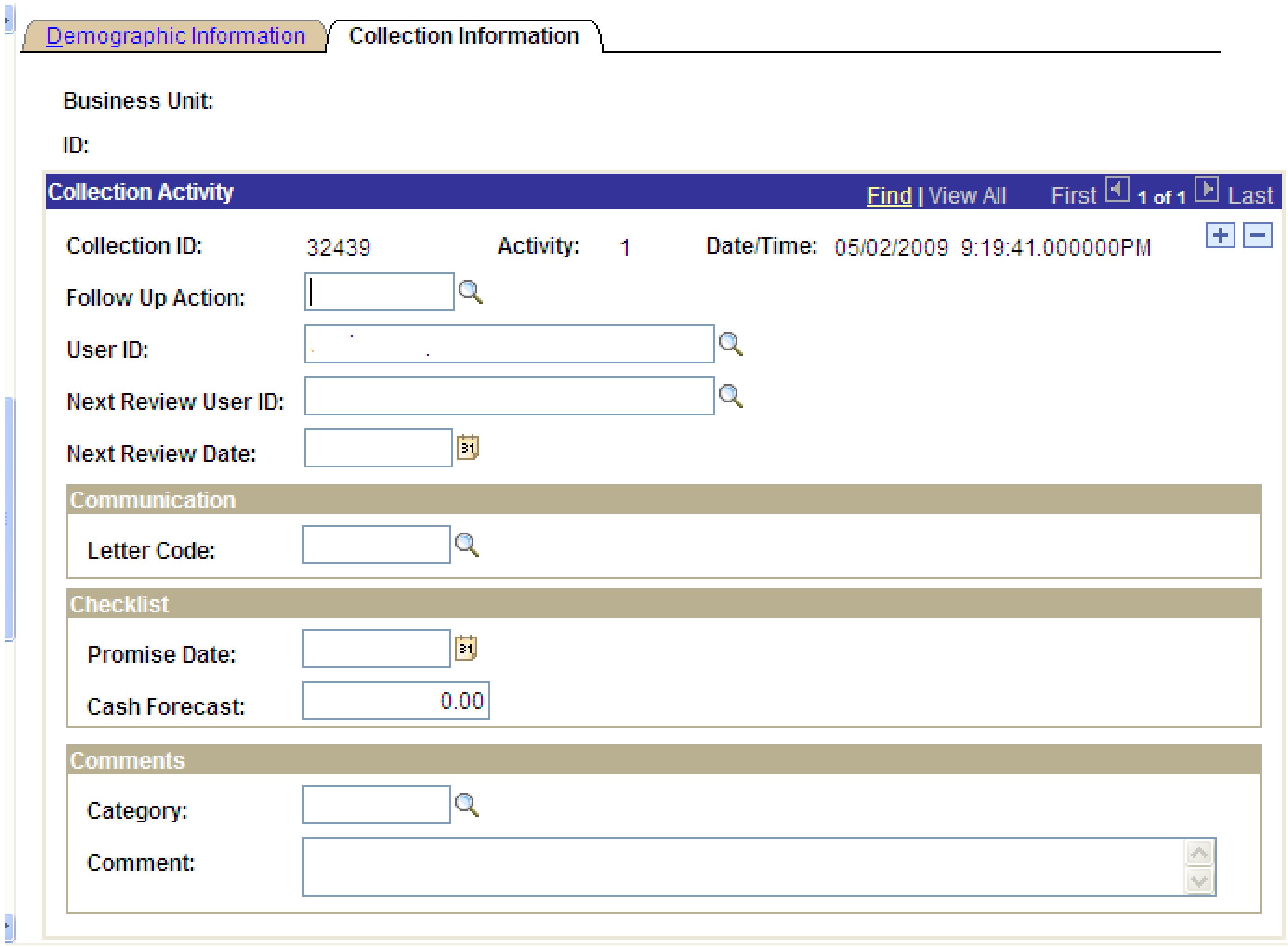
A. Being able to view a Service Indicator
B. Active Email addresses
C. Customer Account link
D. Next in List button
E. Prevent $0.00 balances for account types to be listed

Update Customer Collections

Student Financials>Collections>Update Customer Collections

Once collection data has been created for a student, the Collector may navigate to "update Customer collections" link. Once the page appears, collector will notice the students ID and name is grayed out. The Collector can only update the student's information.

Collector may click on the Collections Information tab to review any updates.



The Collector may insert a new row and select the appropriate Follow-up action. The User ID will automatically be populated.

Next Review User ID: Select a different userid (collector) to view this record next time.

Next Review Date: Add the next review date the collector would like to view this record. The date will appear in the collectors queue list.

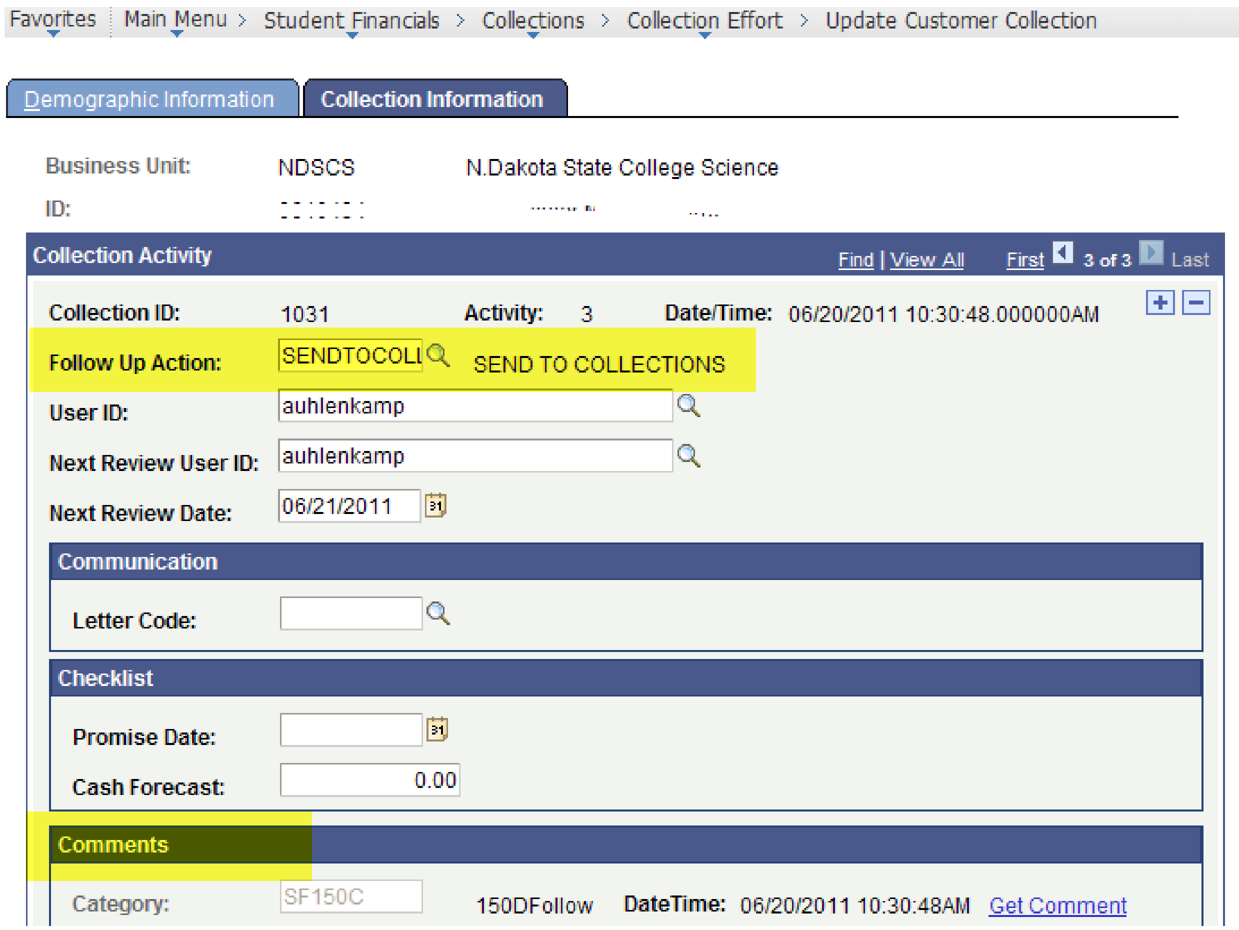
Letter Code: If a letter code needs to be assigned manually, the collector may do so here. (this will be used in the future once Communication Generation has been utilized)

Checklists: Not using at this time.

Comments: Enter the Comment Category associated to the comment. Continue to add a comment in the free form field provided. This comment can also be viewed when inquiring on a student's account. ** Please note: If adding a comment from the students account, the comment will not show up here in the collections module.

Sending a Student to Collections

Student Financials>Collections>Collection Effort>Update Customer Collection

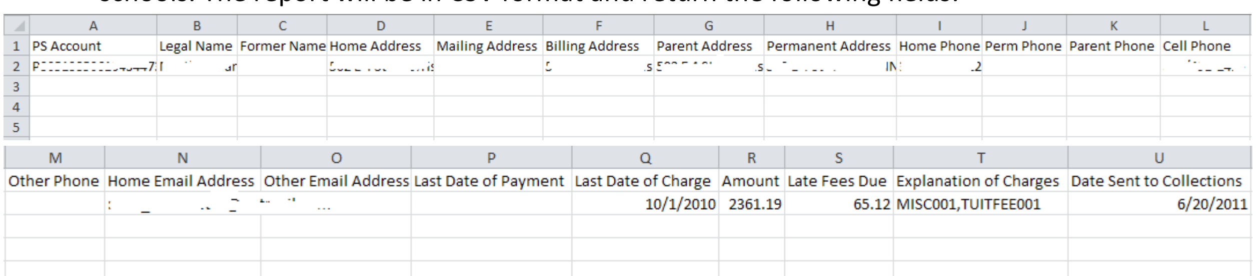


A. Second tab "Collection Information add a new row under Collection Activity
B. Enter the follow up Action of: SENDTOCOLL (program to send the file to the Collection Agency will look at this code). This code is the same for all schools. If you are simply updating the record, enter the appropriate follow up action necessary and any additional data
C. Add necessary Comments- It is required that the Comment Category is entered first prior to entering a comment

Create Extract file and send to Collection Agency

NDU Applications>NDU Student Financials>Reports>NDU Collection Agency Extract

A. Enter your Business Unit
B. Enter the Value of Y or N to either provide a report or provide a report and update the student's collection file with an action item of "SENTTOCOLL" which is a value up for all schools. The report will be in CSV format and return the following fields:



	A	B	C	D	E	F	G	H	I	J	K	L
1	PS Account	Legal Name	Former Name	Home Address	Mailing Address	Billing Address	Parent Address	Permanent Address	Home Phone	Perm Phone	Parent Phone	Cell Phone
2	[illegible]	[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]			[illegible]
3												
4												
5												

M	N	O	P	Q	R	S	T	U
Other Phone	Home Email Address	Other Email Address	Last Date of Payment	Last Date of Charge	Amount	Late Fees Due	Explanation of Charges	Date Sent to Collections
	[illegible]			10/1/2010	2361.19	65.12	MISC001,TUITFEE001	6/20/2011

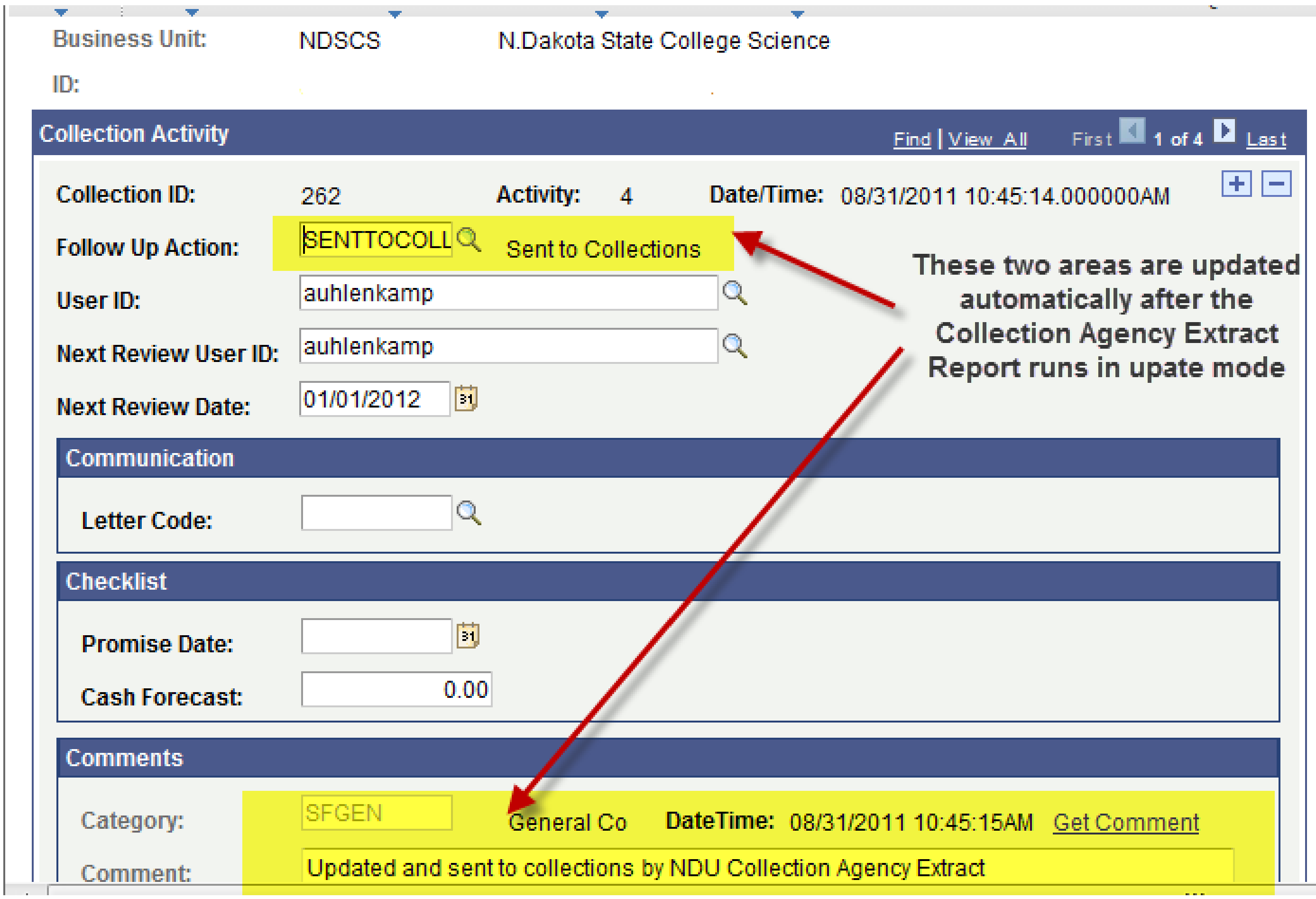
NOTE** The Collection Agency Extract Report will look at records that have a follow up action of "SENTTOCOLL" and an account balance that is greater than zero.

Once the Collections Agency Extract Report has completed with a value of N to update the student's Collection information you can view the student's summary at:
Student Financials>Collections>Collection Effort>View Customer Collection Data

A. Enter your Business Unit and the Student's EMPLID
B. Select the Collection ID to view
C. Click on the second tab "Collection Information"

D. You will notice another row was inserted and will now show a follow-up action of “SENTTOCOLL”.

E. You will also notice there is a comment category of SFGEN and a basic comment that explains how the new row was inserted to update the record.



After you have updated one record you can choose to hit the Next in List button to review the next record in your queue or click on the blue hyperlink to return to the collectors queue.