Controller's Office
Miscellaneous Accounts Receivable (MAR)

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I. Objectives

By following the processes below, you should be able to successfully:

- Create a new Customer
- Add Contact information for a new customer
- View customer contact information
- Create an invoice
- Create a deposit using the MAR Clearing Account

II. Tips and Tricks

Here are few tips and tricks that will help when setting up customers, invoicing, and depositing through the MAR module:

- Save and keep track of your Customer IDs.

- For any issues with setting up customers/customer contacts, reach out to the MAR team – miscar@mailbox.sc.edu.

- Revenue accounts are primarily used for invoicing. The MAR Clearing Account should never be used for invoicing.

- Invoices cannot be corrected once they have been submitted. A cancellation form must be completed and submitted, and an updated invoice should be created as appropriate.

- When adding tax, be sure to select your tax code carefully. The menu provides tax codes for all counties. If you have questions about sales tax, please contact the MAR team for assistance.

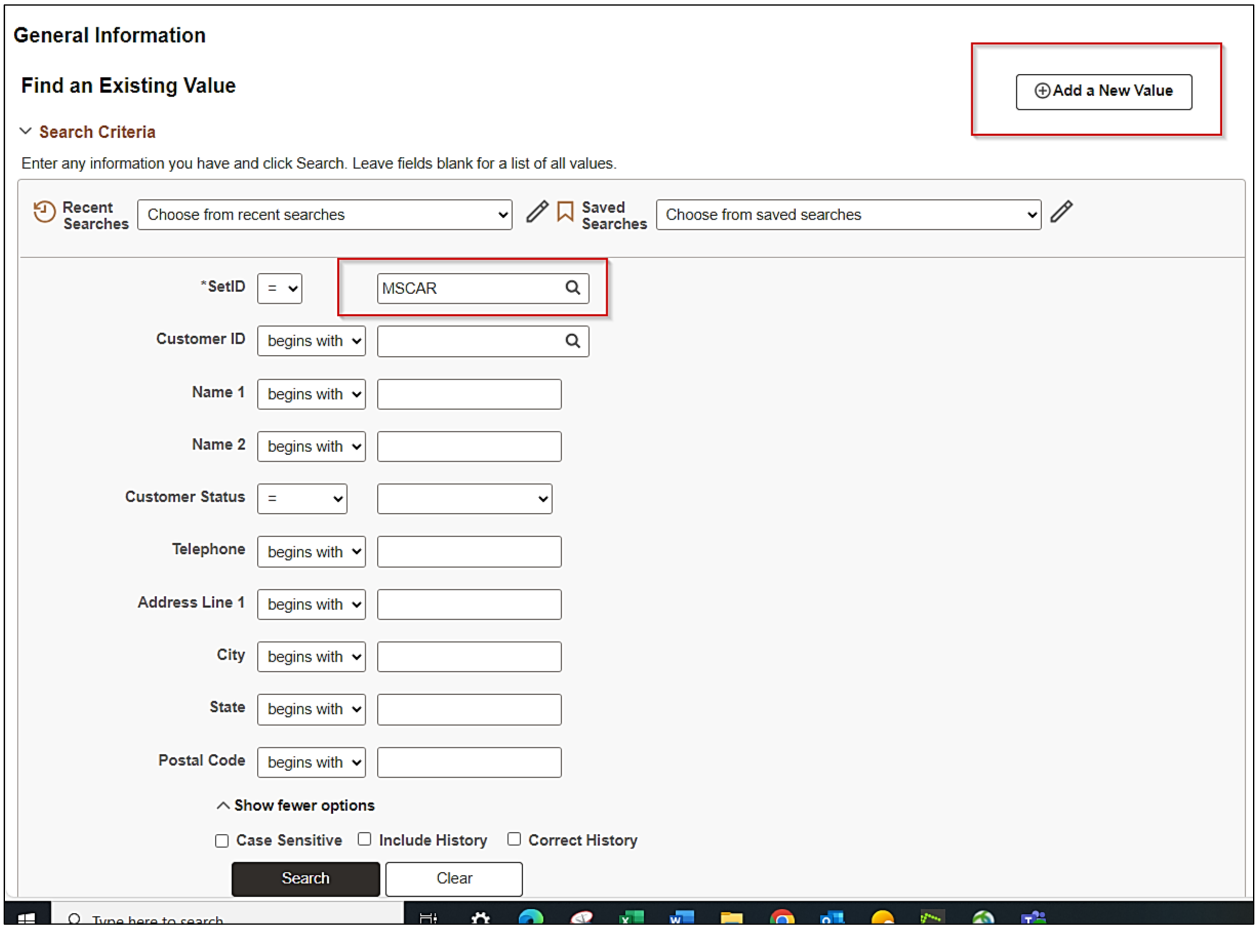
- Before changing the status to RDY and clicking the invoice icon, review your invoice details carefully.

- The MAR Clearing Account should always be used for deposits.

III. Creating a New Customer

Main Menu > Customers > Customer Information > Create Customer Information

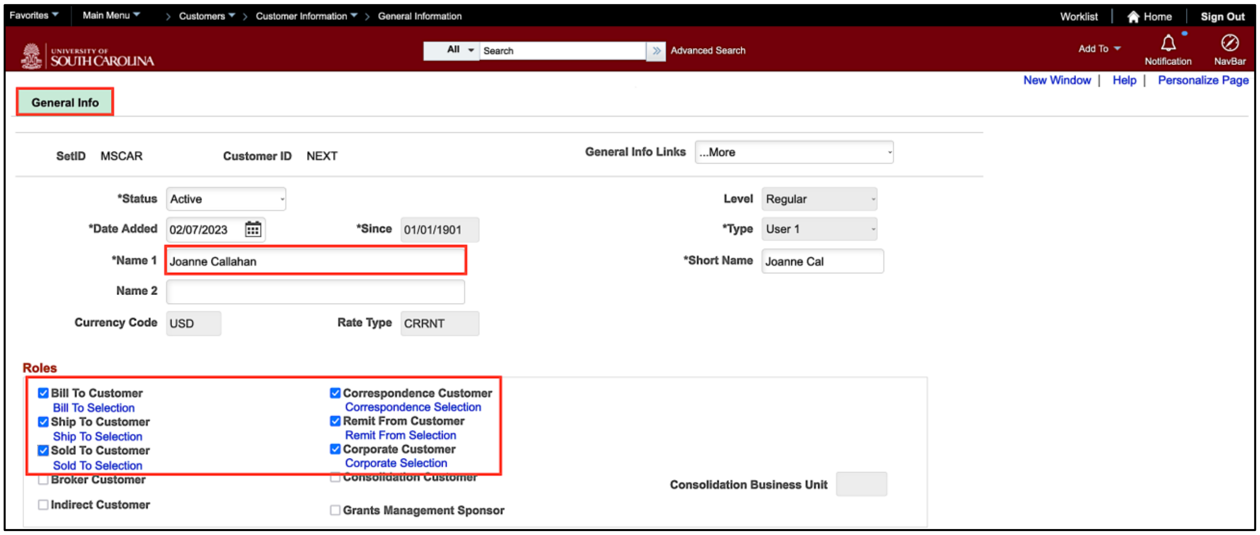
Step 1: Click the **Add a New Value** button. The SetID will **always** be MSCAR.



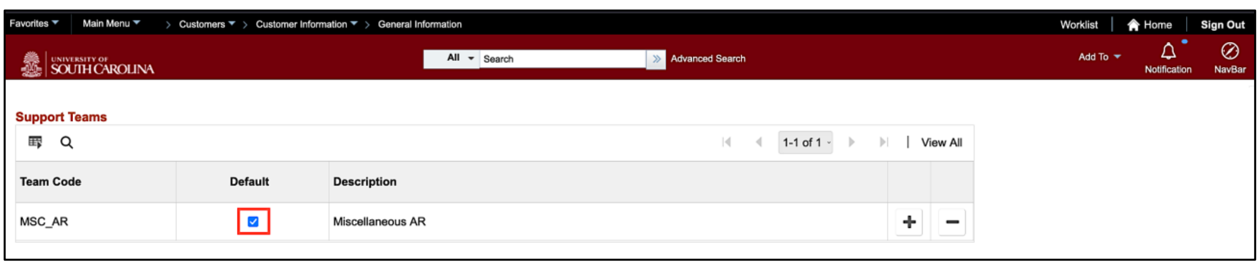
Step 2: From the next screen, click the **Add** button.

Step 3: Under the **General Info** tab enter the name of the customer in the **Name 1** field. The **Name 2** field can be used to enter an additional name for the customer.

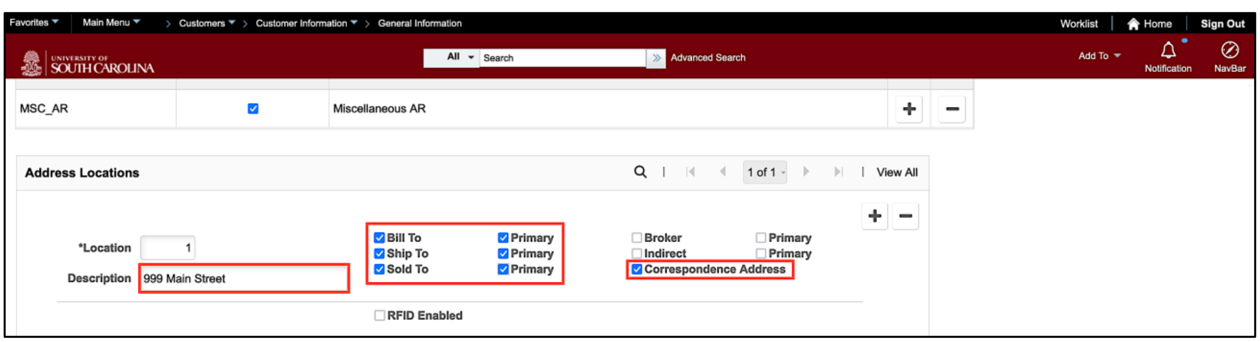
Step 4: In **Roles** section, be sure to check the Bill To Customer, Ship To Customer, Sold To boxes. The Correspondance Customer, Remit From Customer, and Corporate Customer boxes should auto populate.



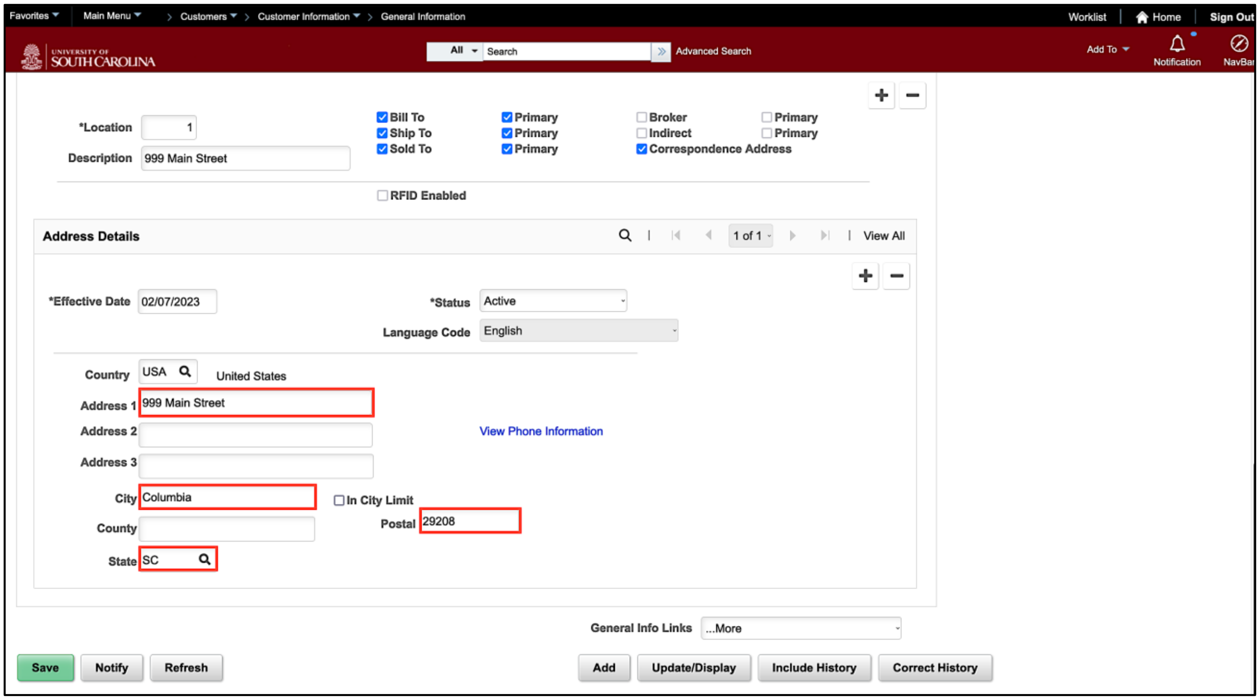
Step 5: In **Support Teams** section, the **Default** box should be auto checked.



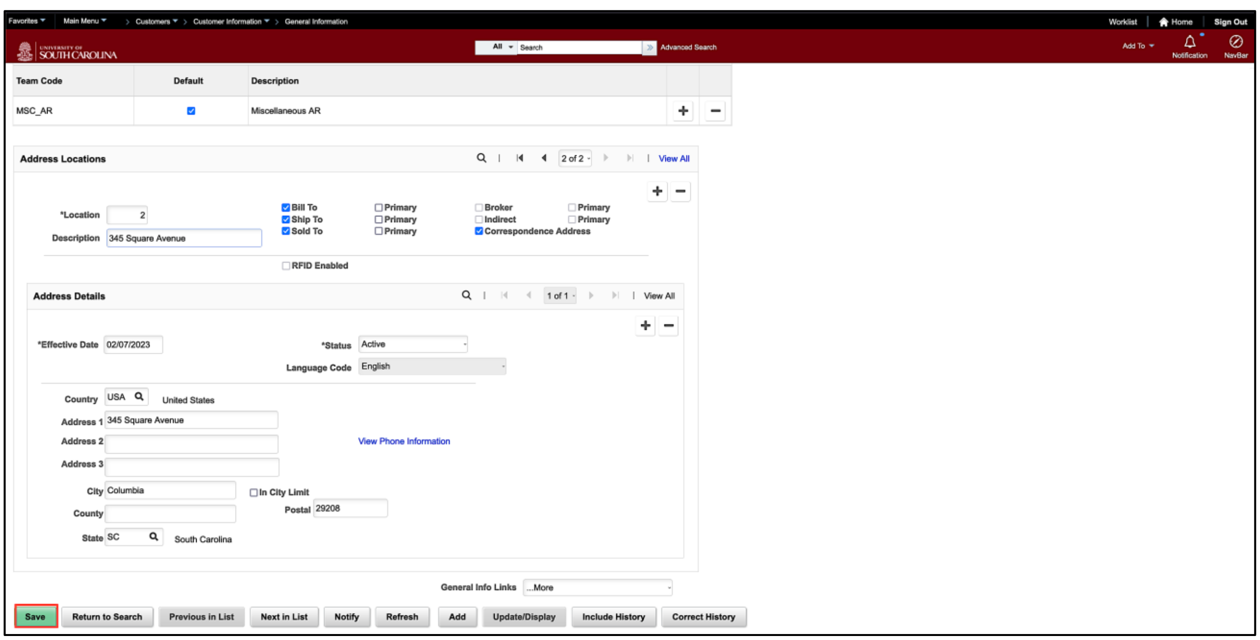
Step 6: In the **Address Locations**, add the street address in the **Description** field for **Location** 1. Check boxes (6 total) for Bill To, Ship To, Sold To and 3 Primary boxes.



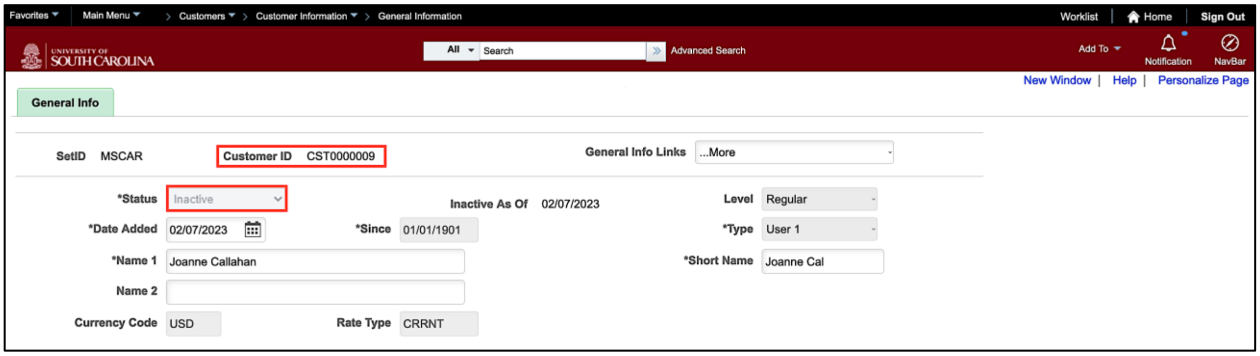
Step 7: In the **Address Details** section, duplicate the street address in **Address 1** field, (can copy from **Description** box above) as well as the **City**, **State**, and **Postal Code**.



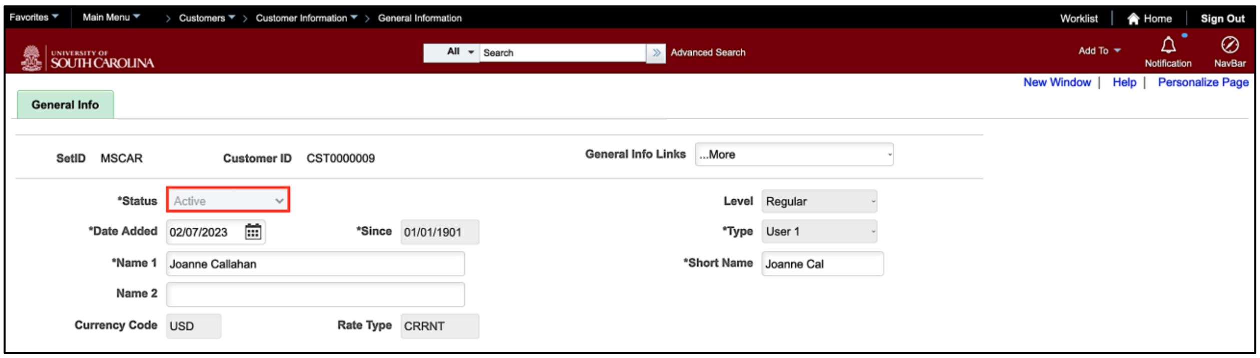
Step 8: Click the **Save** button to assign a customer ID.



Step 9: Once saved, a Customer ID is assigned. The customer **Status** will be **Inactive** until the submission is approved and activated by the Controller's Office. An email will be sent to the Controller's Office stating that a customer was created and is awaiting approval.



Step 10: Once approved by the Controller's Office, the status will reflect as **Active** and an email will be sent to the user confirming activation for billing.

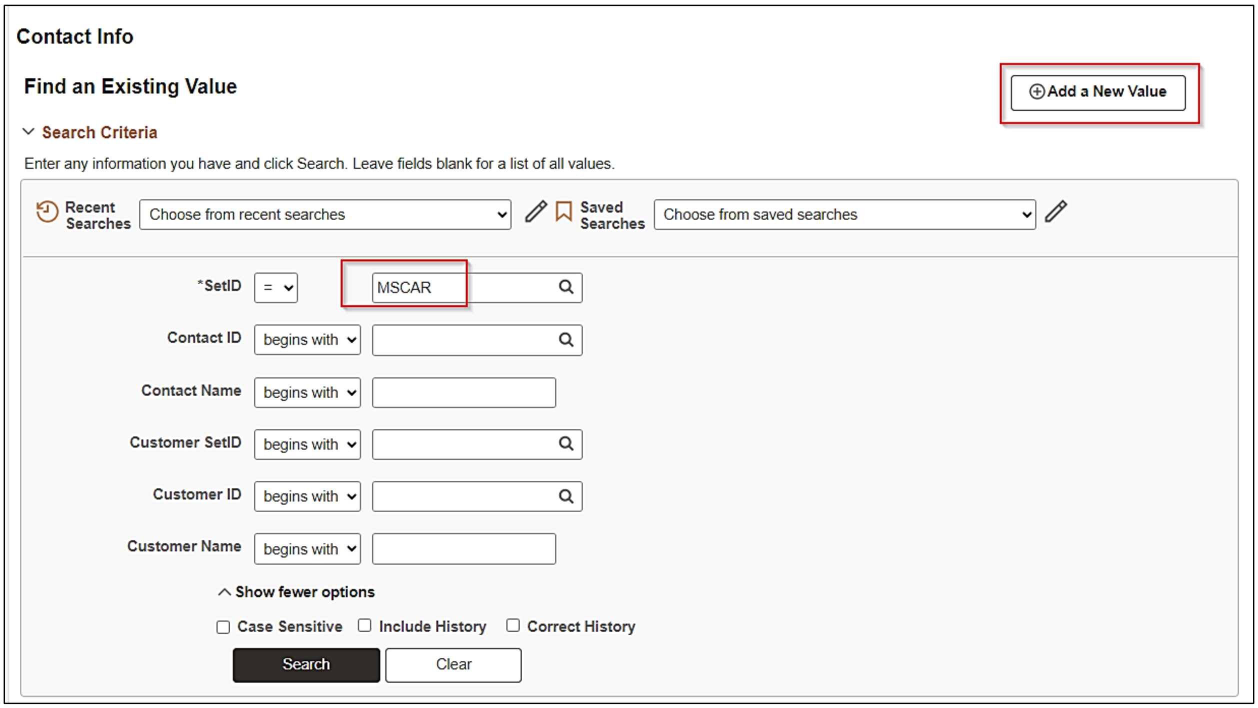


IV. Adding a Customer Contact

A customer contact must be added to a customer before they can be invoiced.

Main Menu > Customers > Create Customer Contacts

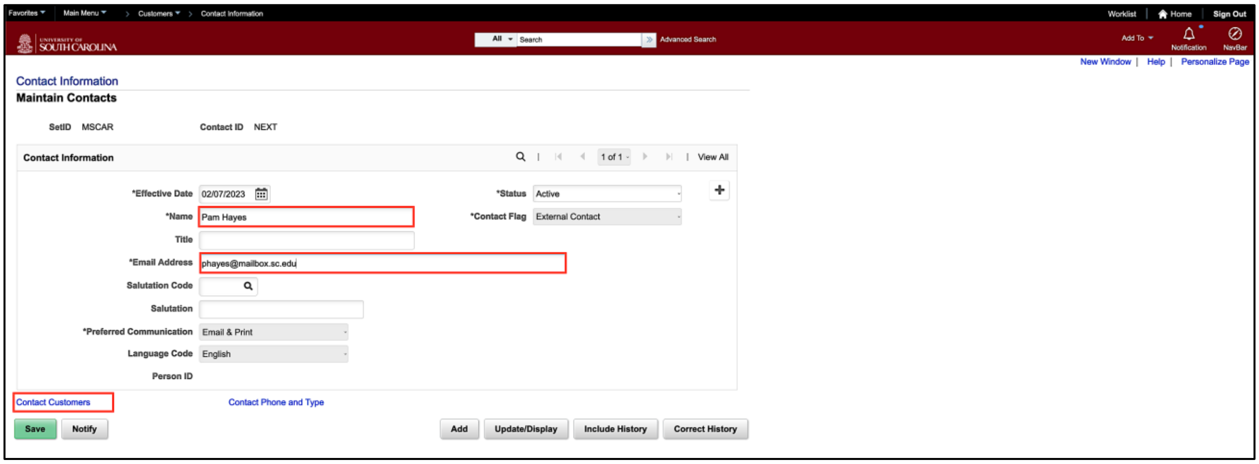
Step 1: Click the **Add a New Value** button. The SetID will **<u>always</u>** be MSCAR.



Step 2: Click the **Add** button.

Step 3: On the **Contact Information** page in the Contact Information section, enter the contact's name in the **Name** field and carefully enter the contact's email address in the **Email Address** field to ensure the invoice is successfully received**.**

Step 4: Click the **Contact Customers** link at the bottom left of the page.

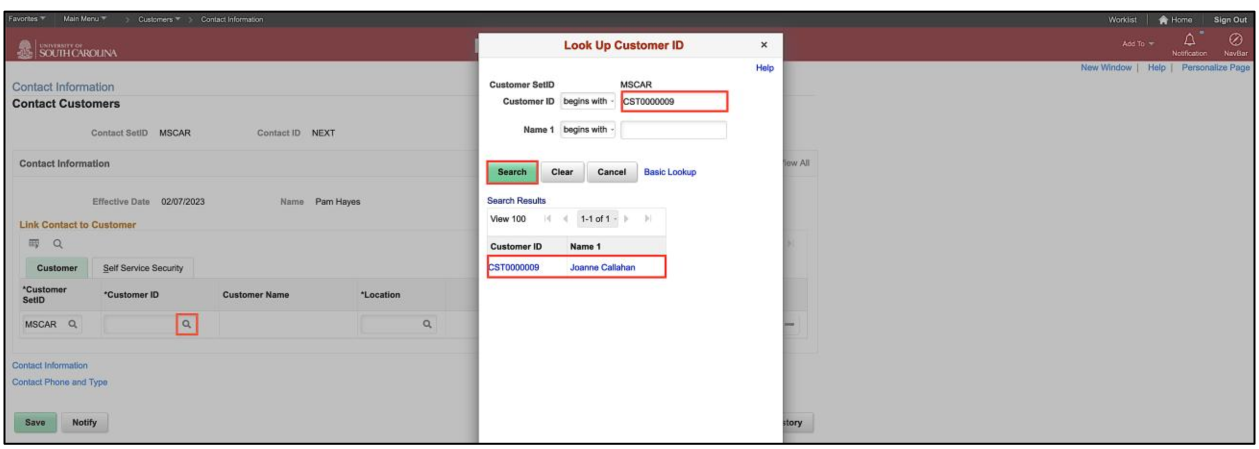


Step 5: In the **Contact Customer** section, click the **Customer ID Lookup** button.

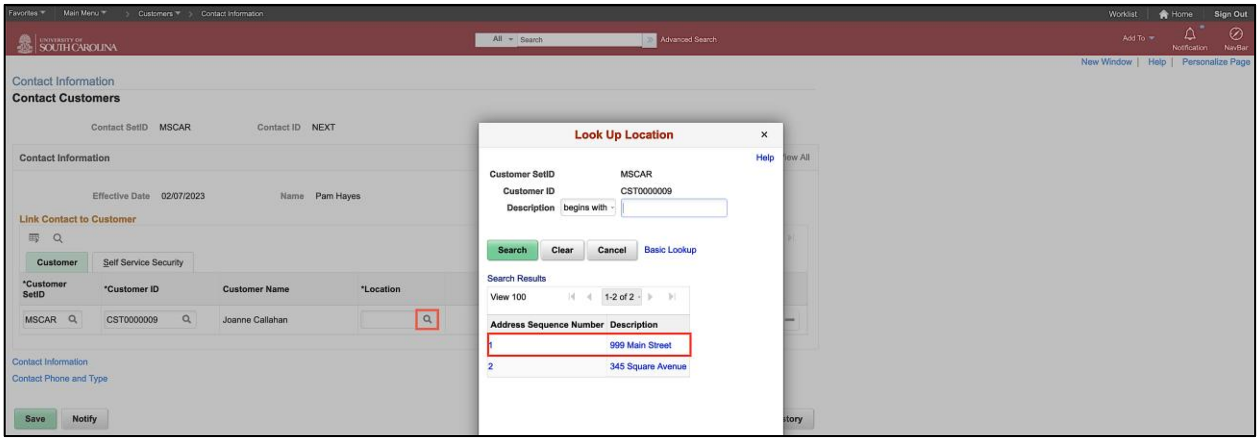
Step 6: Enter the Customer ID number in the **Customer ID** field.

Step 7: Click the **Search** button.

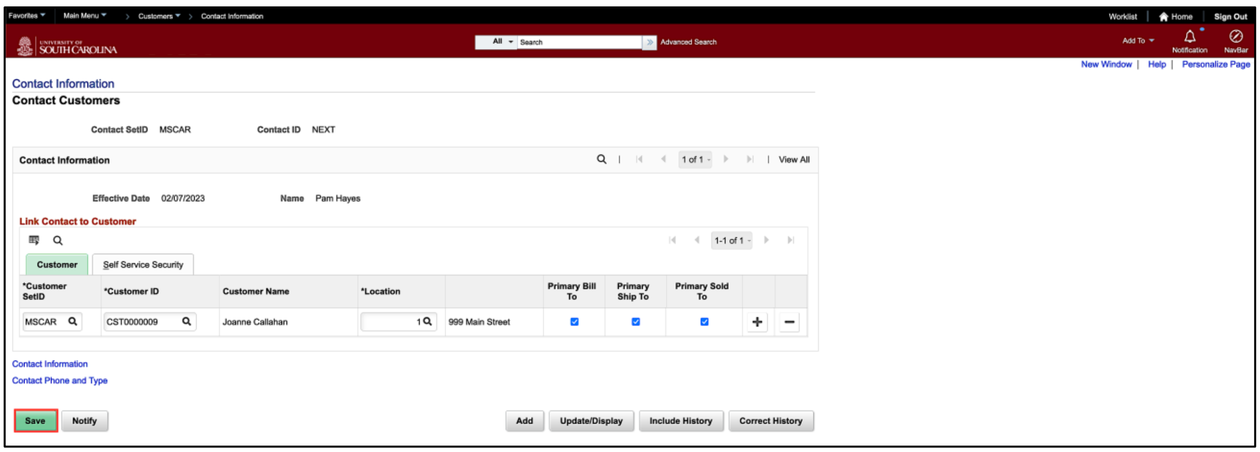
Step 8: Click the **Customer ID or Name 1** hyperlink. This will populate the Customer ID field in the Link to Contact to Customer section of the page.



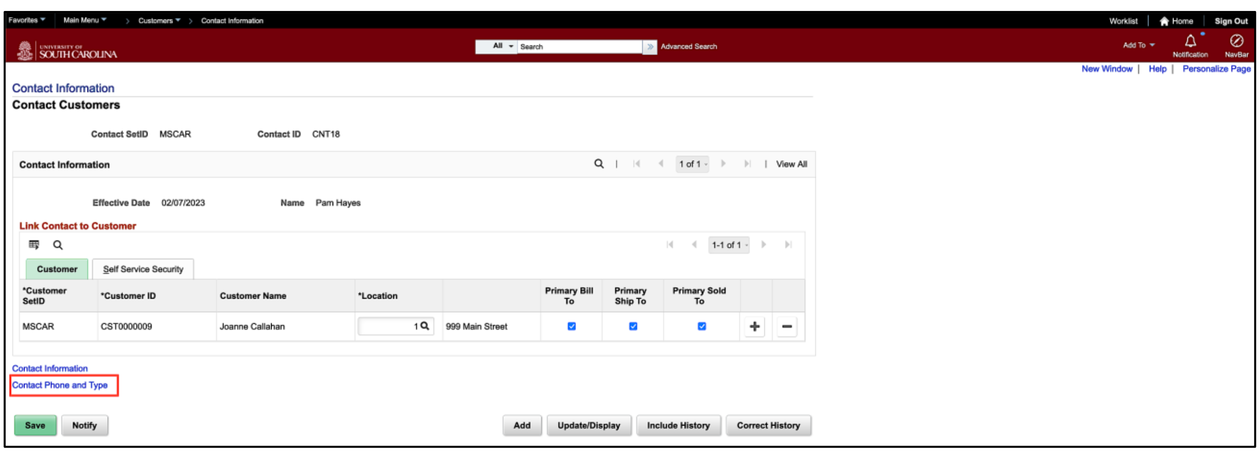
Step 9: Click the **Location Lookup** button and select the correct **Location** for the contact. This will populate the Location field in the Link Contact to Customer section of the page.



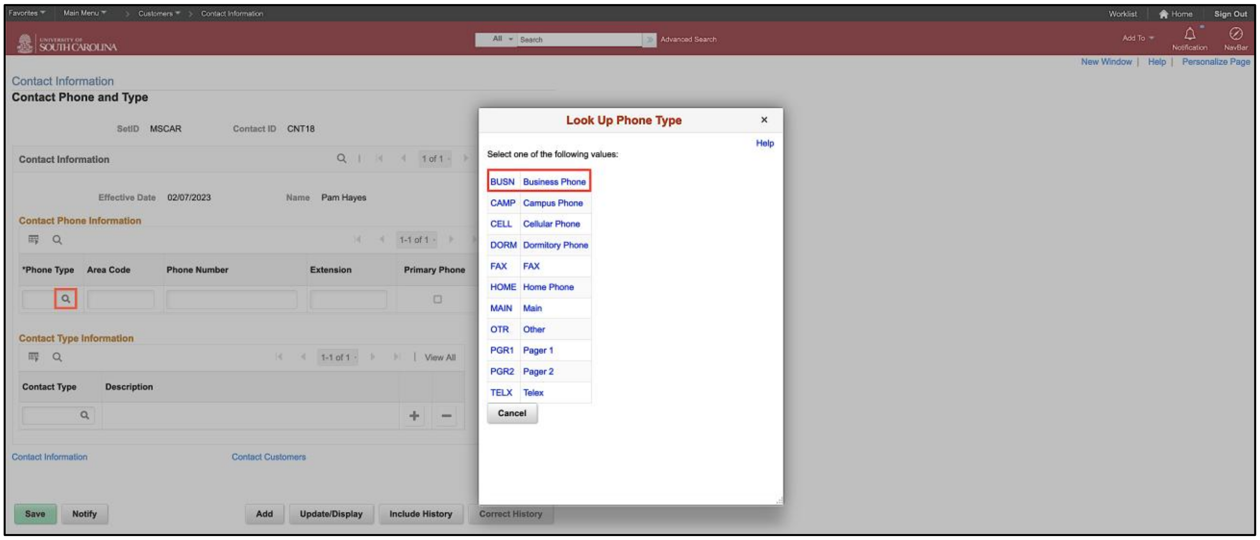
Step 10: Click the **Save** button.



Step 11: Click the **Contact Phone and Type** link at the bottom left of the page.

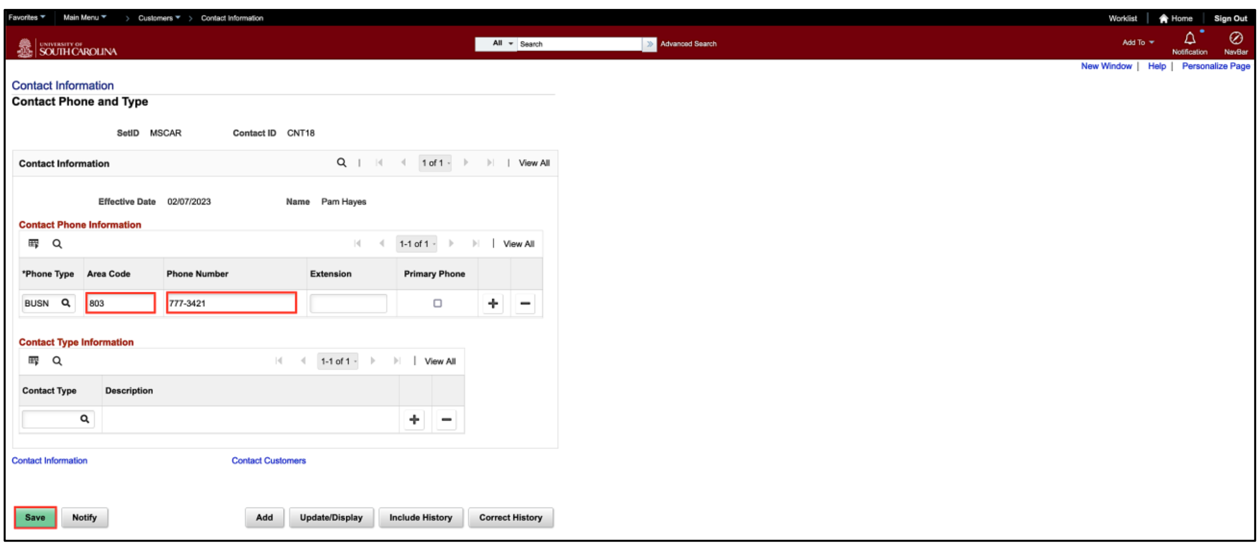


Step 12: On this page, click the **Phone Type Lookup** button and select the appropriate type from the list.



Step 13: Enter the **Area Code** and **Phone Number** in the appropriate fields.

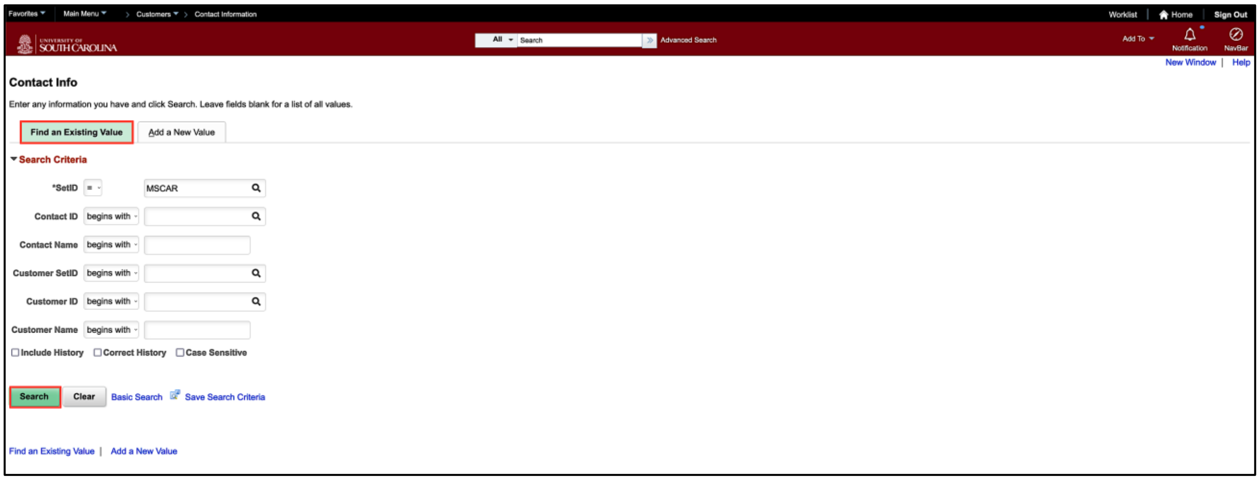
Step 14: Click the **Save** button.



V. View Customer Contact Information for a Customer

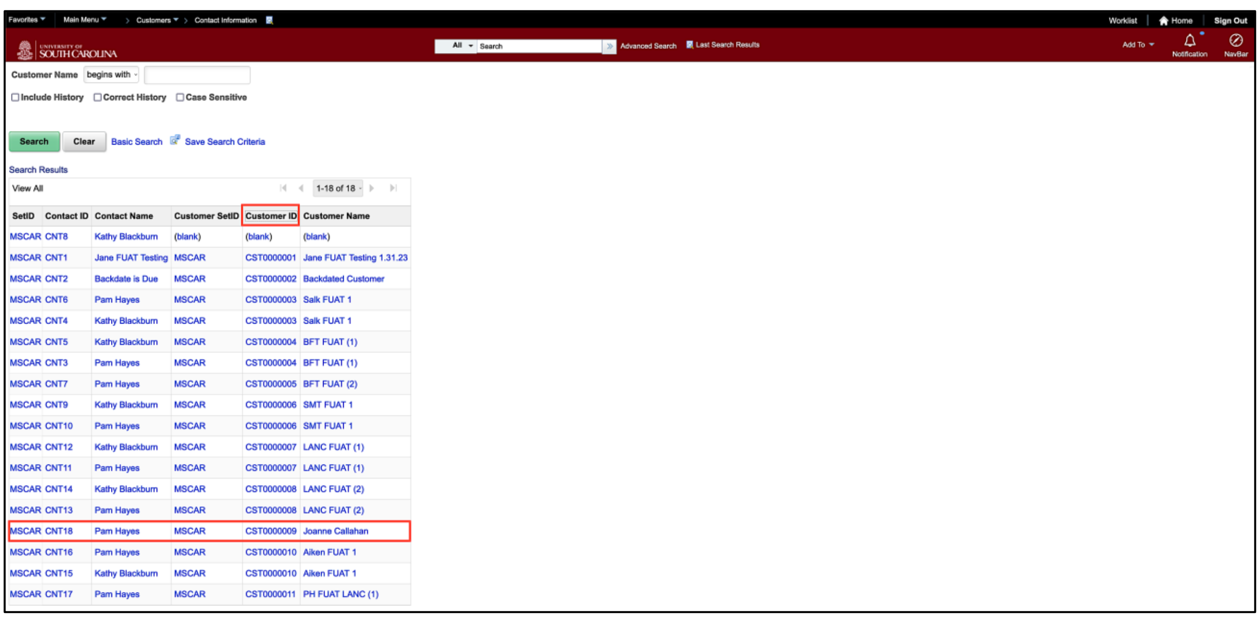
Main Menu > Customers > Contact Information

Step 1: Under the **Find an Existing Value** tab, click the **Search** button.

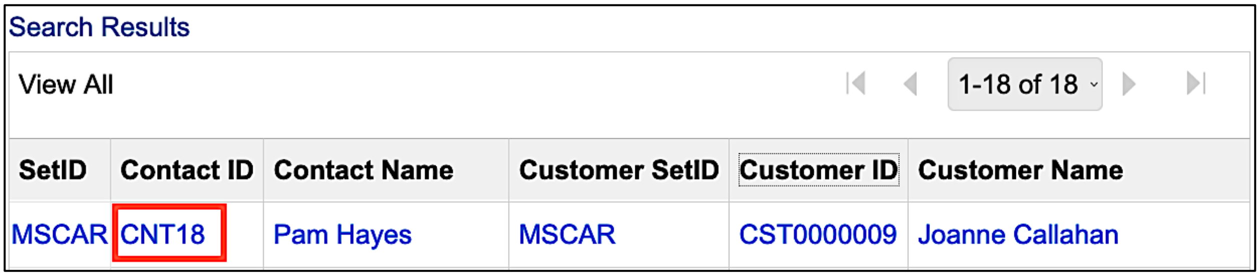


Step 2: Scroll through the list at the bottom of the page to see which contacts are assigned to a customer.

Note: Customers can be sorted in ascending/descending order by clicking the Customer ID header.



Note: Each contact is assigned an ID.

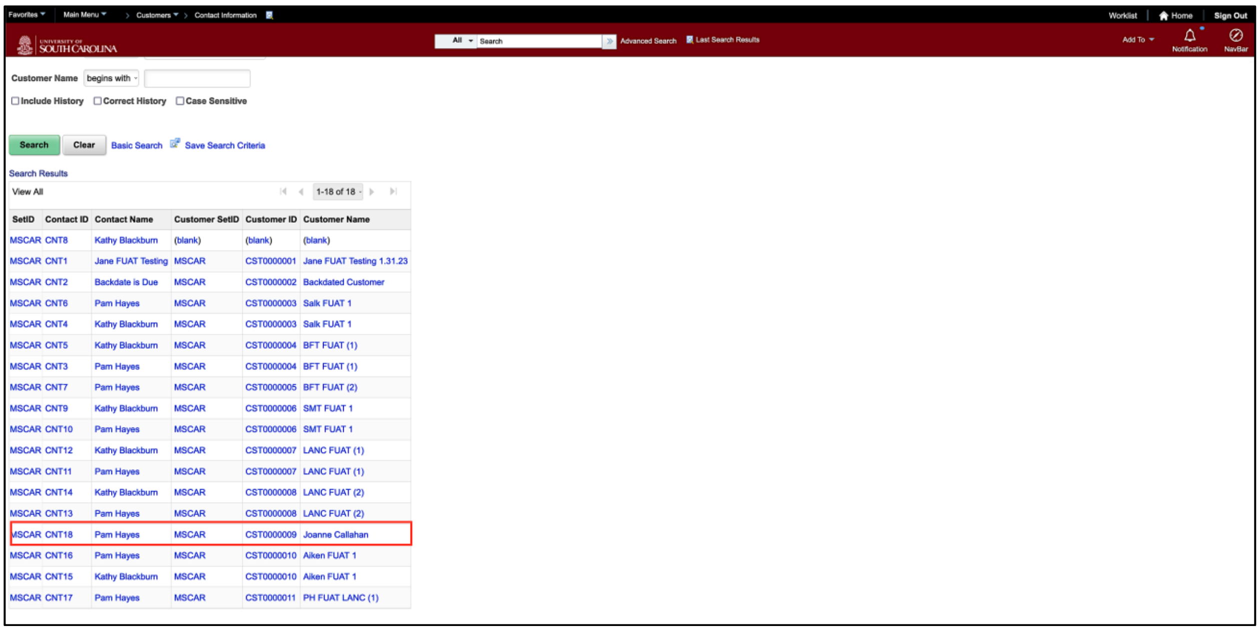


Search Results

View All 1-18 of 18

SetID	Contact ID	Contact Name	Customer SetID	Customer ID	Customer Name
MSCAR	CNT18	Pam Hayes	MSCAR	CST0000009	Joanne Callahan

Step 3: Click an **applicable row** to view additional Contact information.

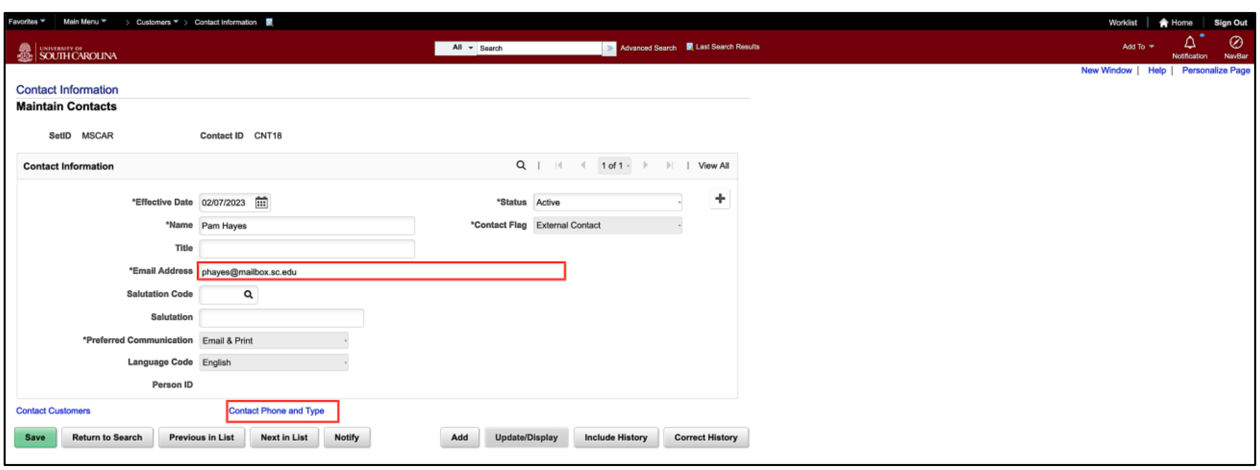


Search Results

View All 1-18 of 18

SetID	Contact ID	Contact Name	Customer SetID	Customer ID	Customer Name
MSCAR	CNT8	Kathy Blackburn	(blank)	(blank)	(blank)
MSCAR	CNT1	Jane FUAT Testing	MSCAR	CST0000001	Jane FUAT Testing 1.31.23
MSCAR	CNT2	Backdate is Due	MSCAR	CST0000002	Backdated Customer
MSCAR	CNT6	Pam Hayes	MSCAR	CST0000003	Salk FUAT 1
MSCAR	CNT4	Kathy Blackburn	MSCAR	CST0000003	Salk FUAT 1
MSCAR	CNT5	Kathy Blackburn	MSCAR	CST0000004	BFT FUAT (1)
MSCAR	CNT3	Pam Hayes	MSCAR	CST0000004	BFT FUAT (1)
MSCAR	CNT7	Pam Hayes	MSCAR	CST0000005	BFT FUAT (2)
MSCAR	CNT9	Kathy Blackburn	MSCAR	CST0000006	SMT FUAT 1
MSCAR	CNT10	Pam Hayes	MSCAR	CST0000006	SMT FUAT 1
MSCAR	CNT12	Kathy Blackburn	MSCAR	CST0000007	LANC FUAT (1)
MSCAR	CNT11	Pam Hayes	MSCAR	CST0000007	LANC FUAT (1)
MSCAR	CNT14	Kathy Blackburn	MSCAR	CST0000008	LANC FUAT (2)
MSCAR	CNT13	Pam Hayes	MSCAR	CST0000008	LANC FUAT (2)
MSCAR	CNT18	Pam Hayes	MSCAR	CST0000009	Joanne Callahan
MSCAR	CNT16	Pam Hayes	MSCAR	CST0000010	Aiken FUAT 1
MSCAR	CNT15	Kathy Blackburn	MSCAR	CST0000010	Aiken FUAT 1
MSCAR	CNT17	Pam Hayes	MSCAR	CST0000011	PH FUAT LANC (1)

Step 4: On the Contact Information page you will find the **Contact's email address** and **phone number** by clicking the Contact Phone and Type link.



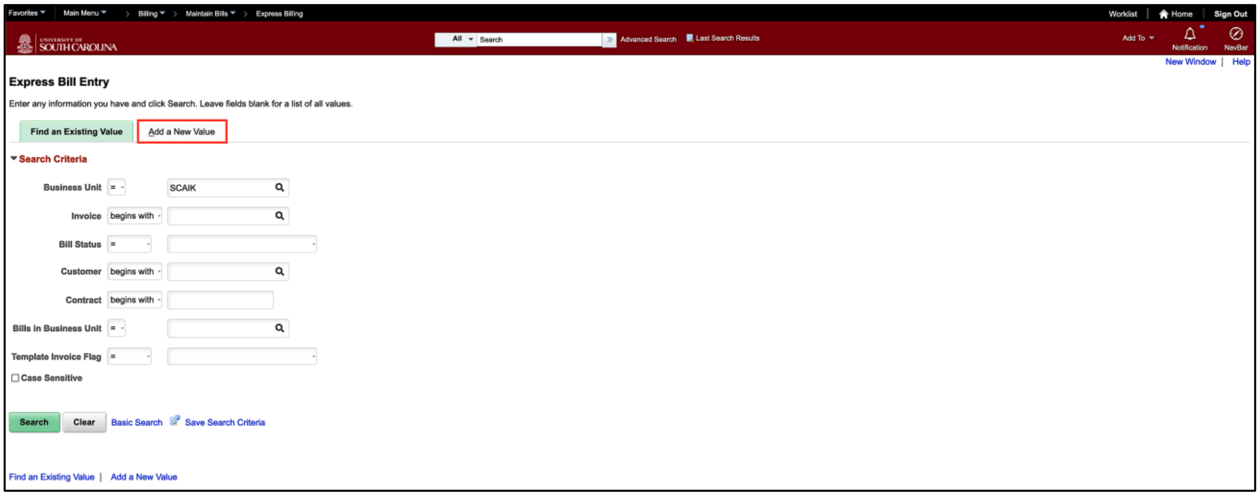
VI. Creating an Invoice

A customer can be invoiced once activated.

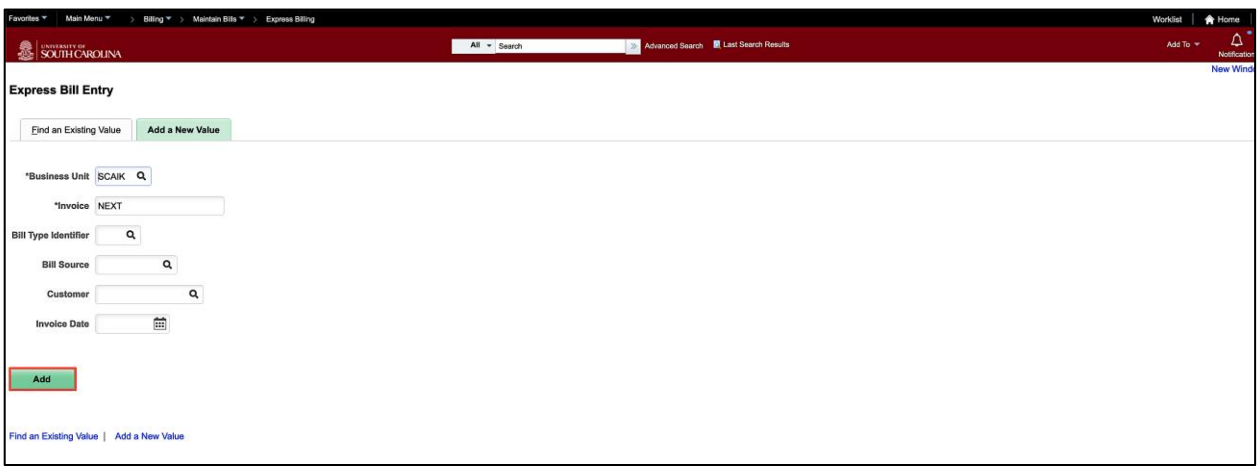
Main Menu > Billing> Maintain Bills > Express Billing

Step 1: Click **Add a New Value** tab.

Note: Business Unit should correlate to your Campus.

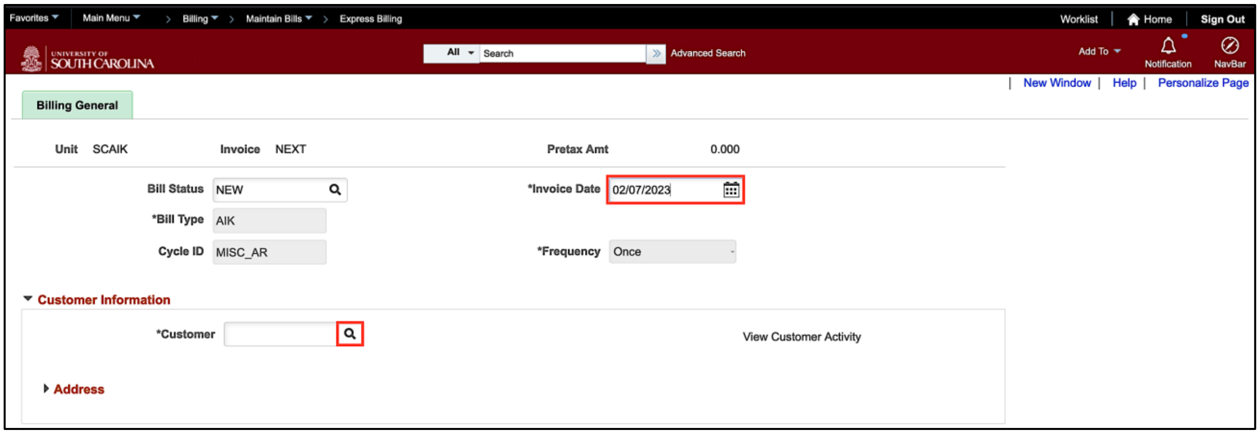


Step 2: From the next screen, click the **Add** button.



Step 3: On the Billing General page, enter the invoice date in the **Invoice Date** field. The invoice date is typically the **current** date.

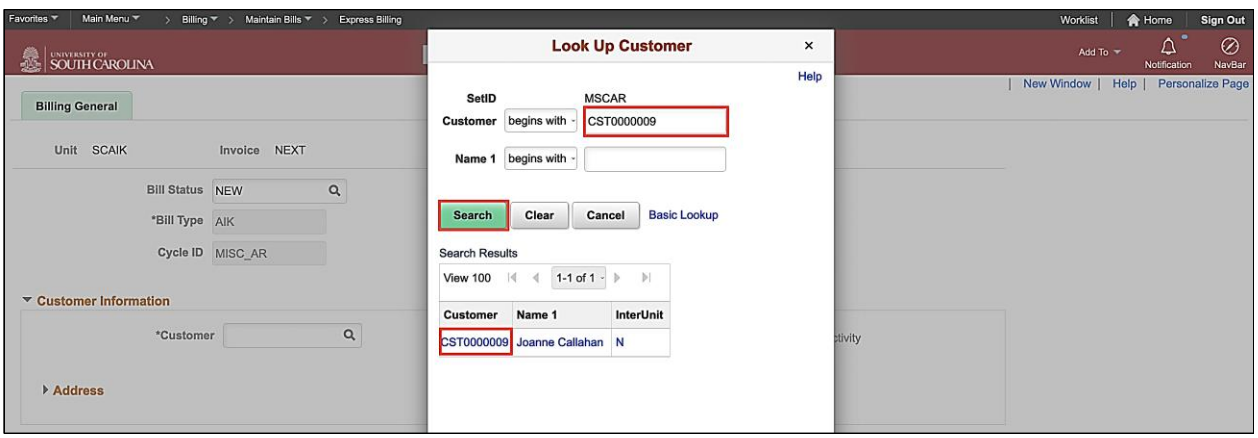
Step 4: Click the **Customer Lookup** button and select the appropriate Customer.



Step 5: Enter the customer ID in the **Customer** field.

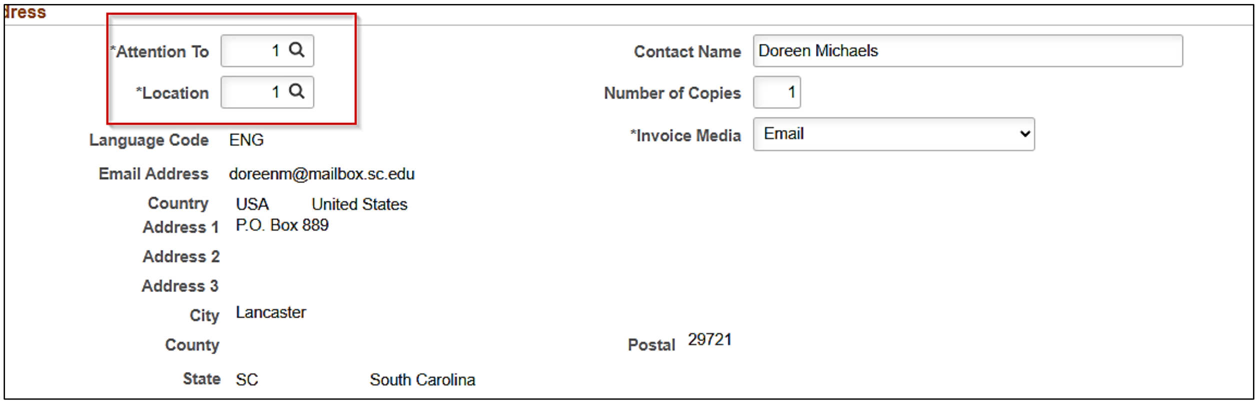
Step 6: Click the **Search** button.

Step 7: Click the **Customer** hyperlink to populate the Customer field on the Billing General page.



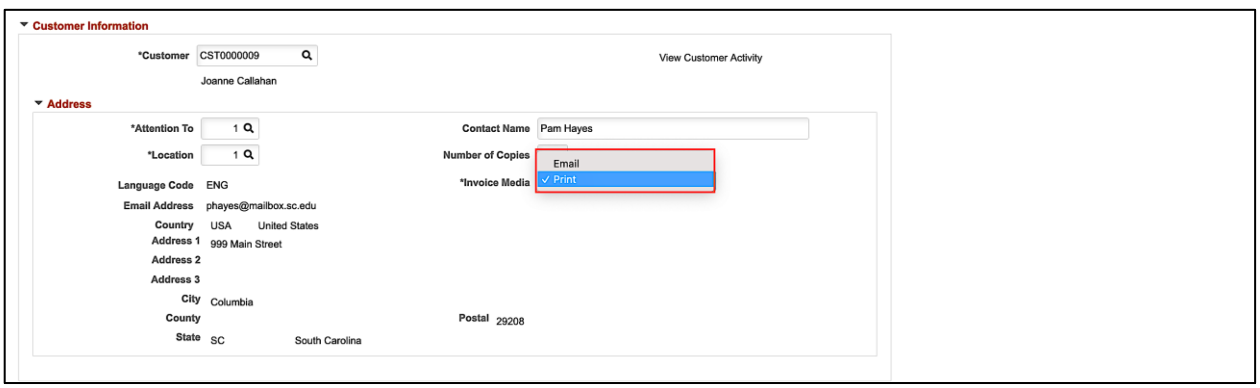
Step 8: In the Customer Information section, click the **expand** arrow next to Address to verify the contact was added successfully. There should be a 1 in the *Attention To box and in the *Location box.

If either box is empty, the contact was not added successfully.



Step 9: Click the **Invoice Media** drop-down arrow and make the appropriate selection.

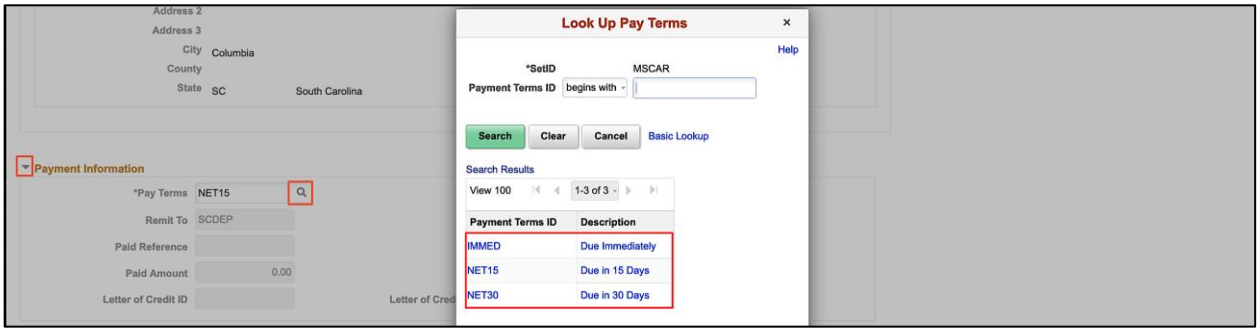
- Select **Email** if you would like the system to email the invoice to the Customer. ** Remember, no attachments can be added by the system.
- Select **Print** if you would like to print/save the invoice and email the invoice to the customer to include additional attachments.



Step 10: Click the **Payment Information** expand arrow to update the Payment Terms.

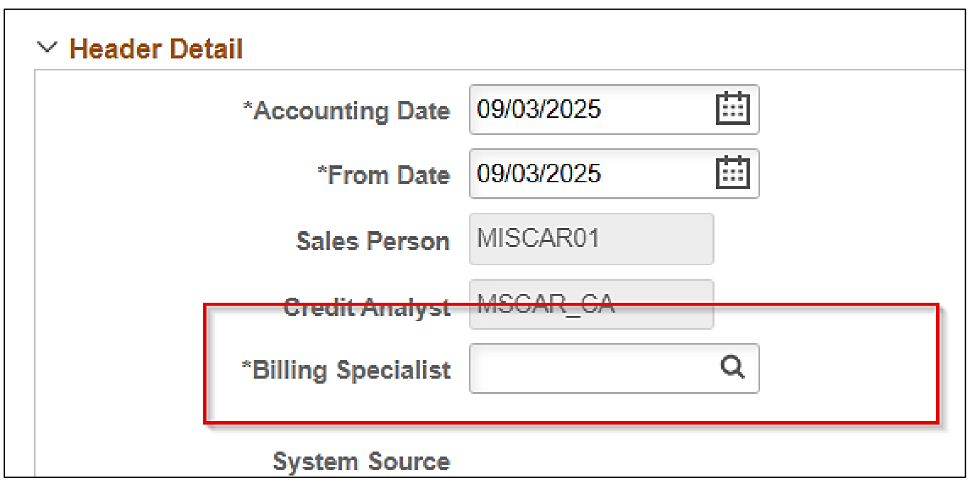
Step 11: If you need to select a different Pay Terms option, click the **Pay Terms Lookup** button.

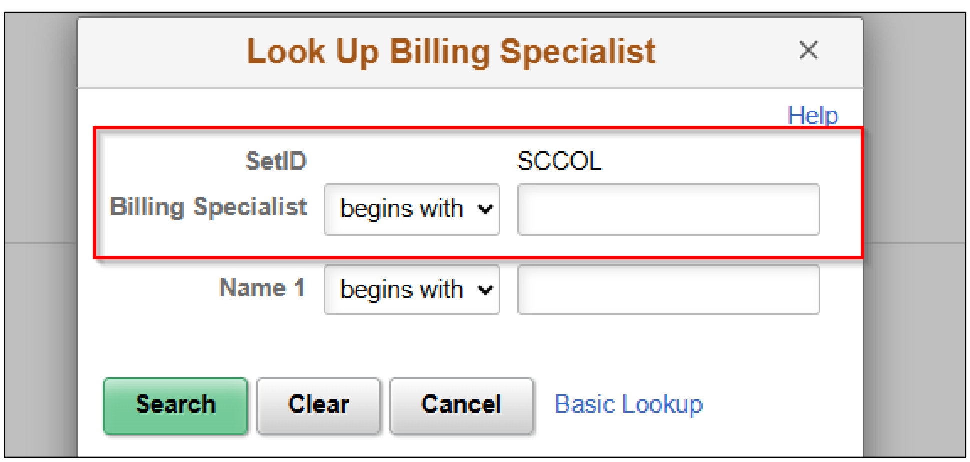
Step 12: Click the **Payment Terms ID** applicable for this invoice.



Step 13: In the **Header Detail** section, click the **Billing Specialist Lookup** button to select the Billing Specialist. The Billing Specialist is linked to the Remit Address on the invoice. Carefully select your campus/department Billing Specialist.

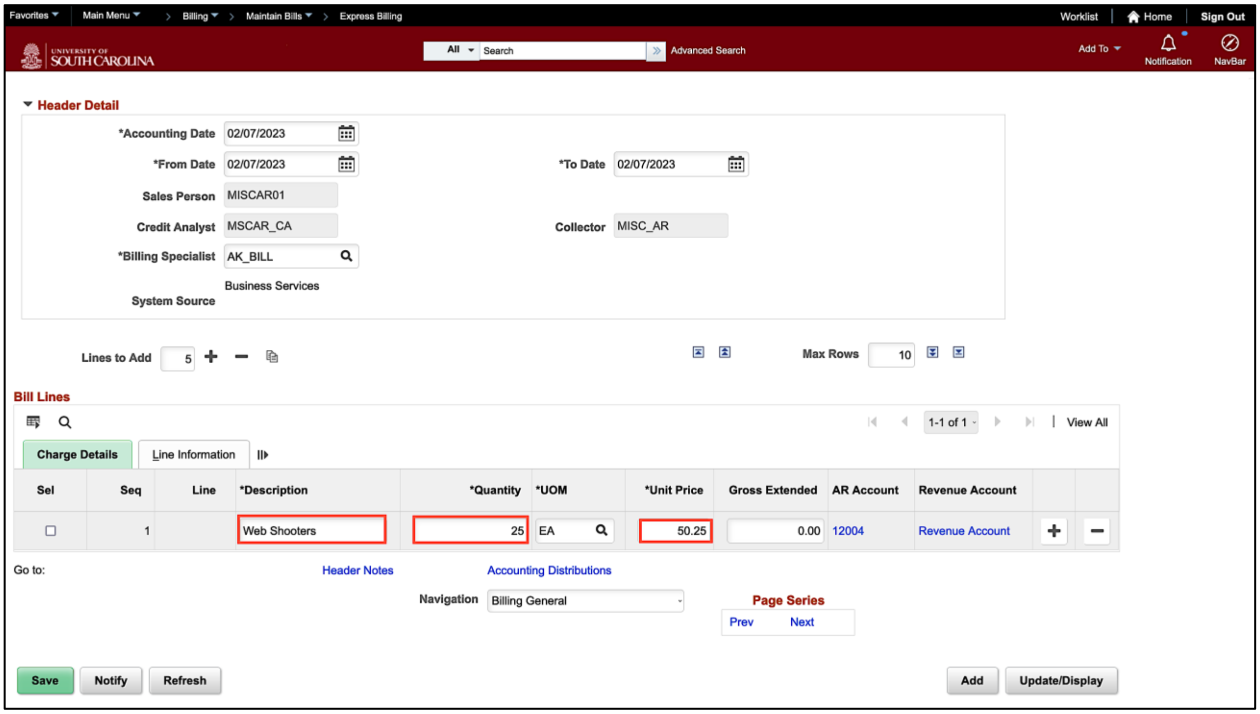
For the Columbia campus, please use the Look Up option and search by department number to ensure the correct Billing Specialist is selected.



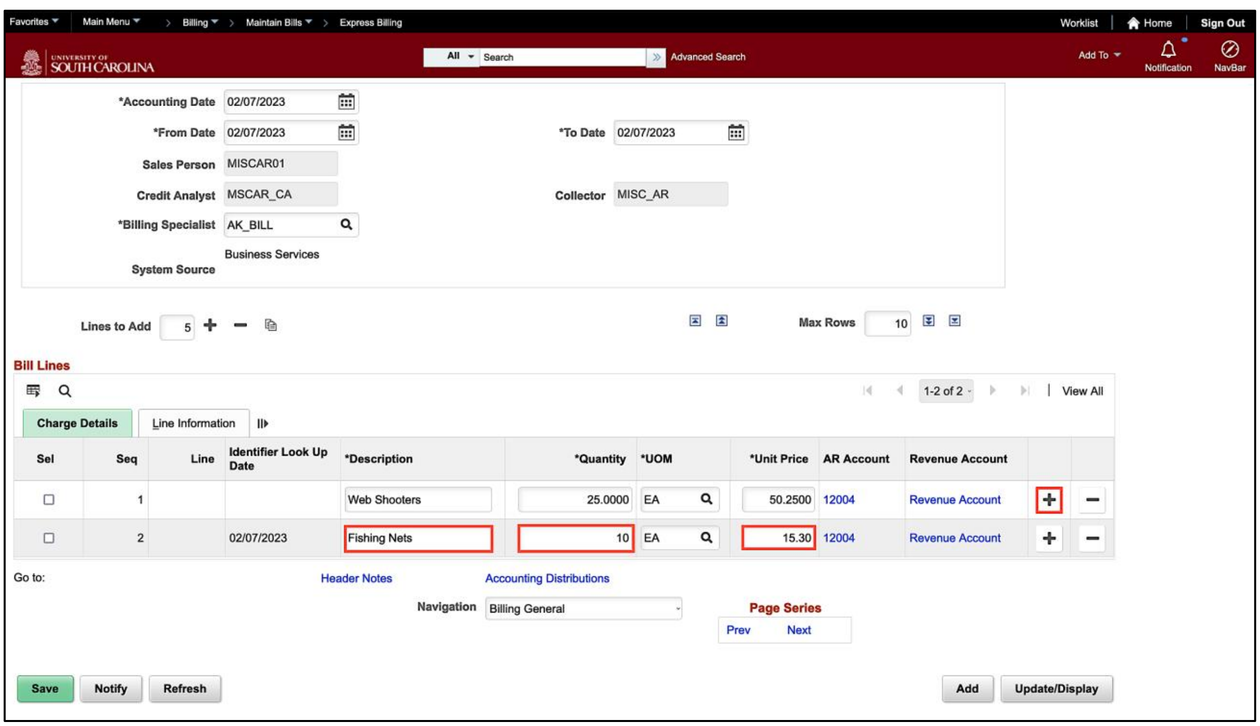


Step 14: In the **Bill Lines** section, enter the *required fields:

- Description,
- Quantity,
- and Unit price.

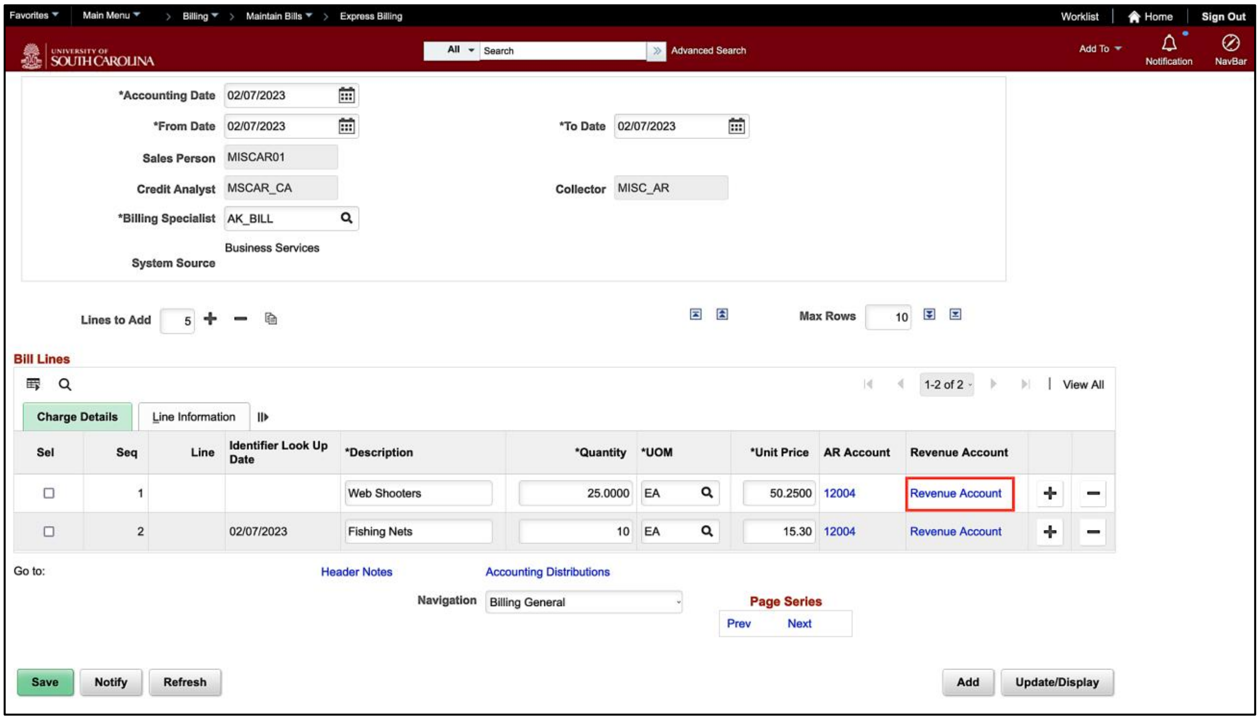


Step 15: Click the **Plus** button to add additional lines for billed items.

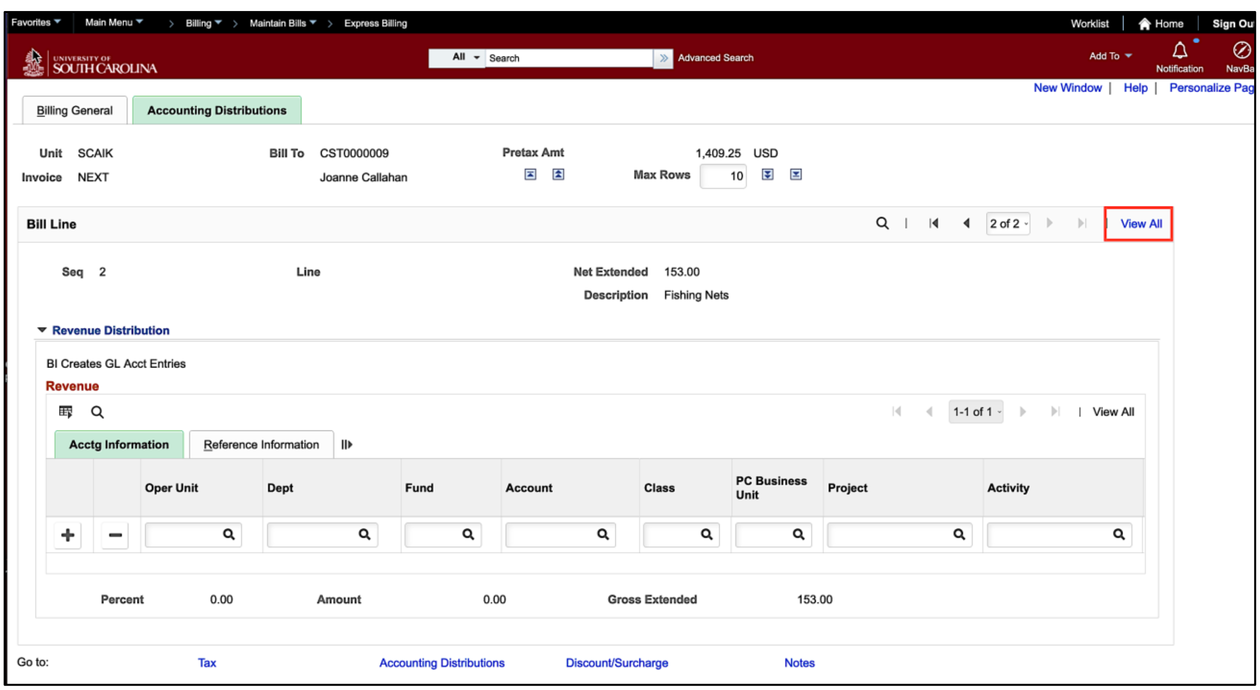


Step 16: To add your chartfield information, click the **Revenue Account** link. ** Remember – this should be a revenue account. The MAR Clearing Account should NEVER be used for invoicing.

Note: Different chartfields can be added for each line when applicable.

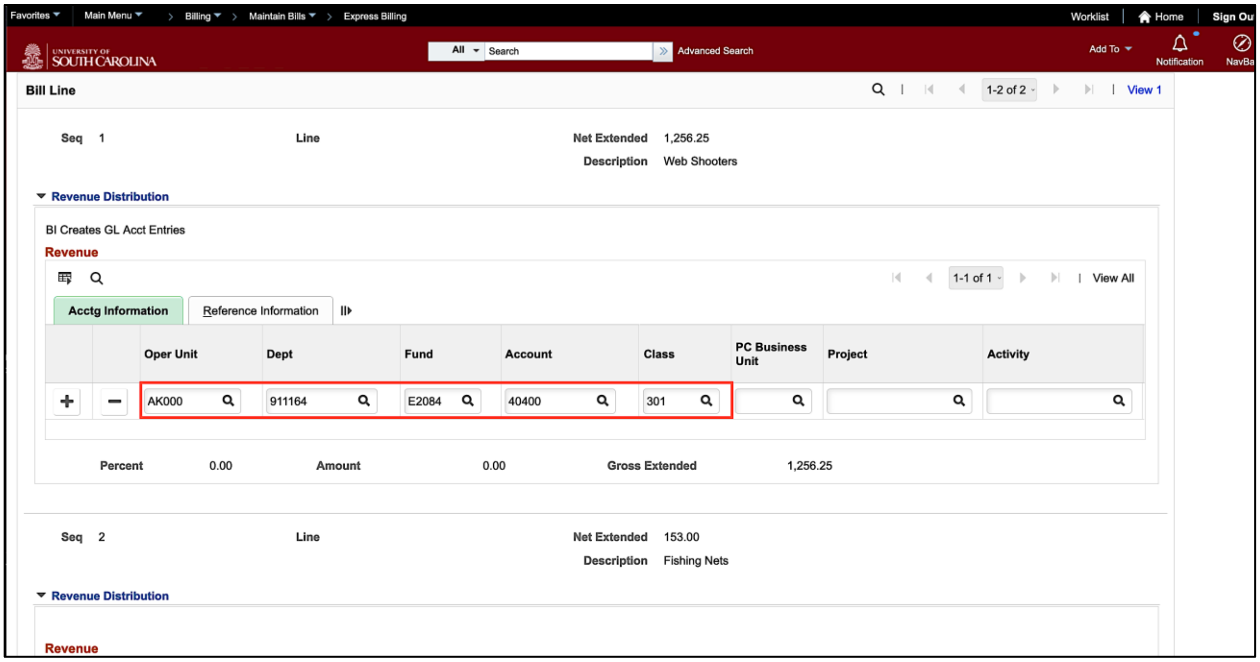


Step 17: Before entering the chartfield information for each billed item, click the **View All** link so that you can enter the chartfield information for each one if there are multiple.

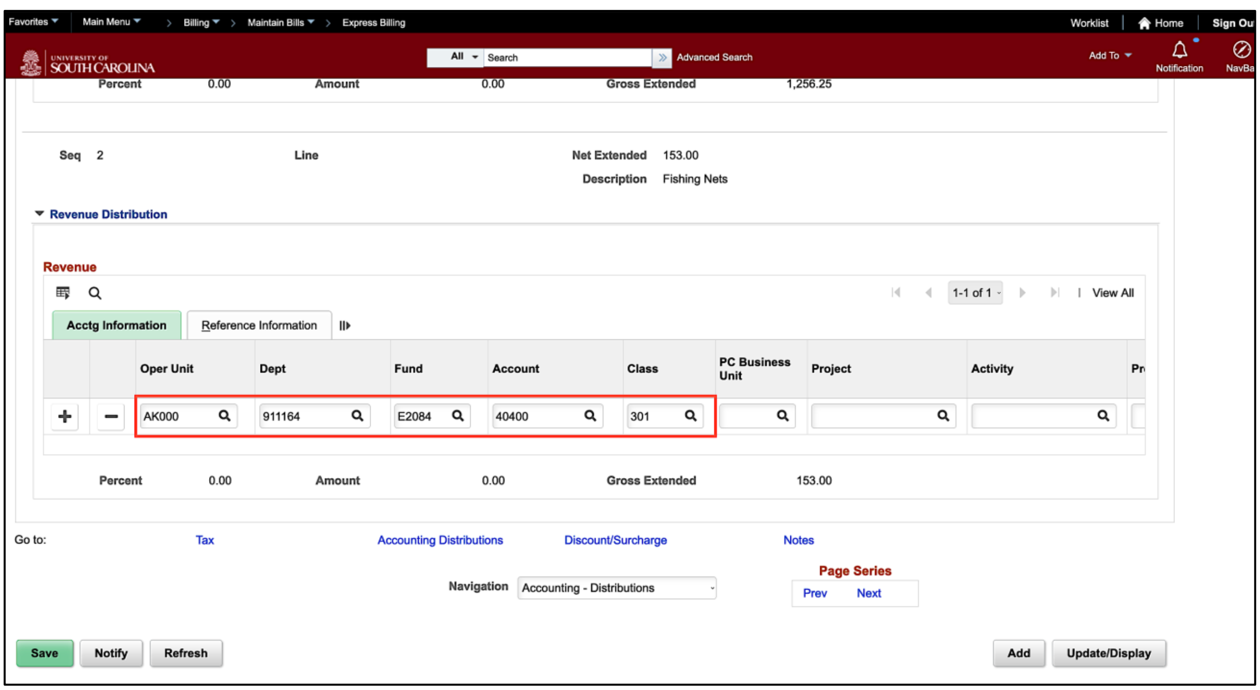


Step 18: Enter the **Chartfield** string for each billed item.

Note: Be sure you are associating the correct chartfield to the correct item if using different accounts.

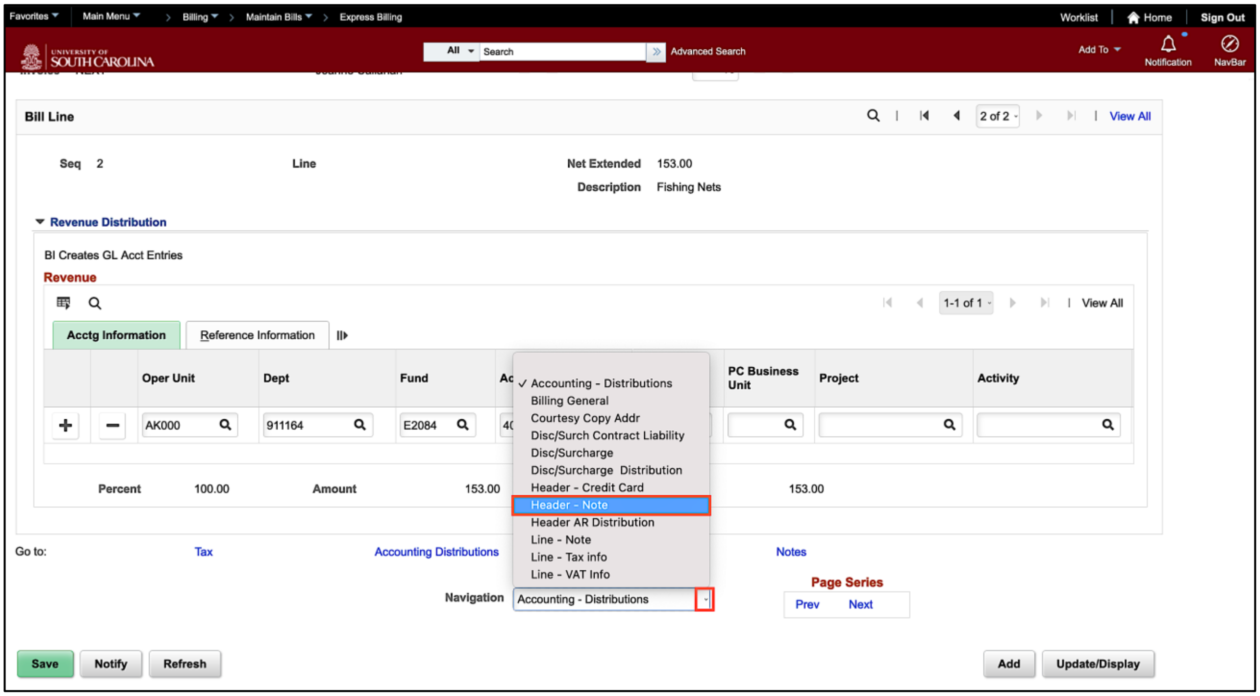


Step 19: If applicable, scroll down to add the chartfield information for the second billed item.

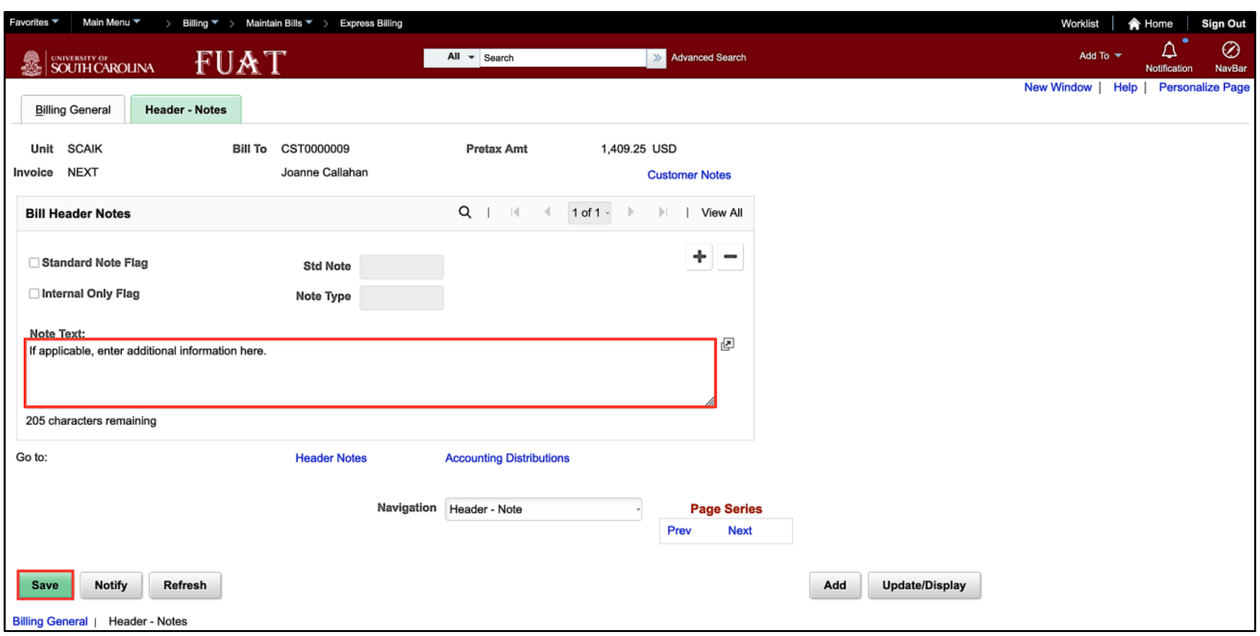


Header Notes and **Line Notes** can be added to an invoice for a variety of reasons. A Header Note should be added to elaborate on billing details, to note special payment agreements, etc. Line Notes can be added to indicate something particular about a billed item or service.

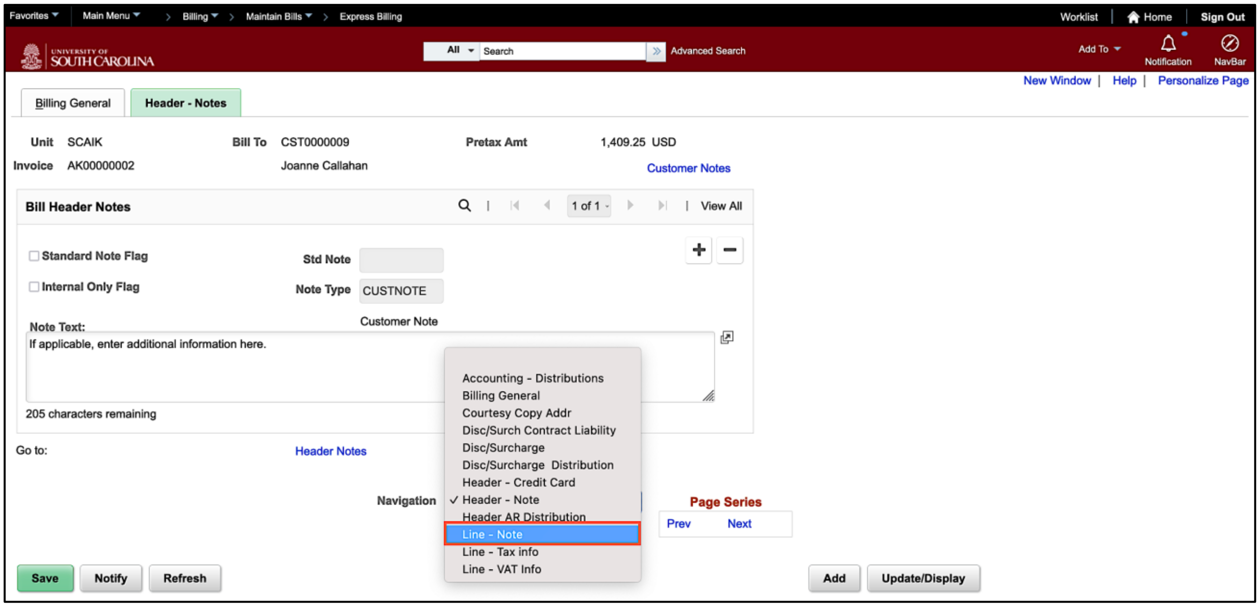
Step 20: To add a **Header Note**, click the **Navigation** drop-down arrow and select **Header – Note** from the list.



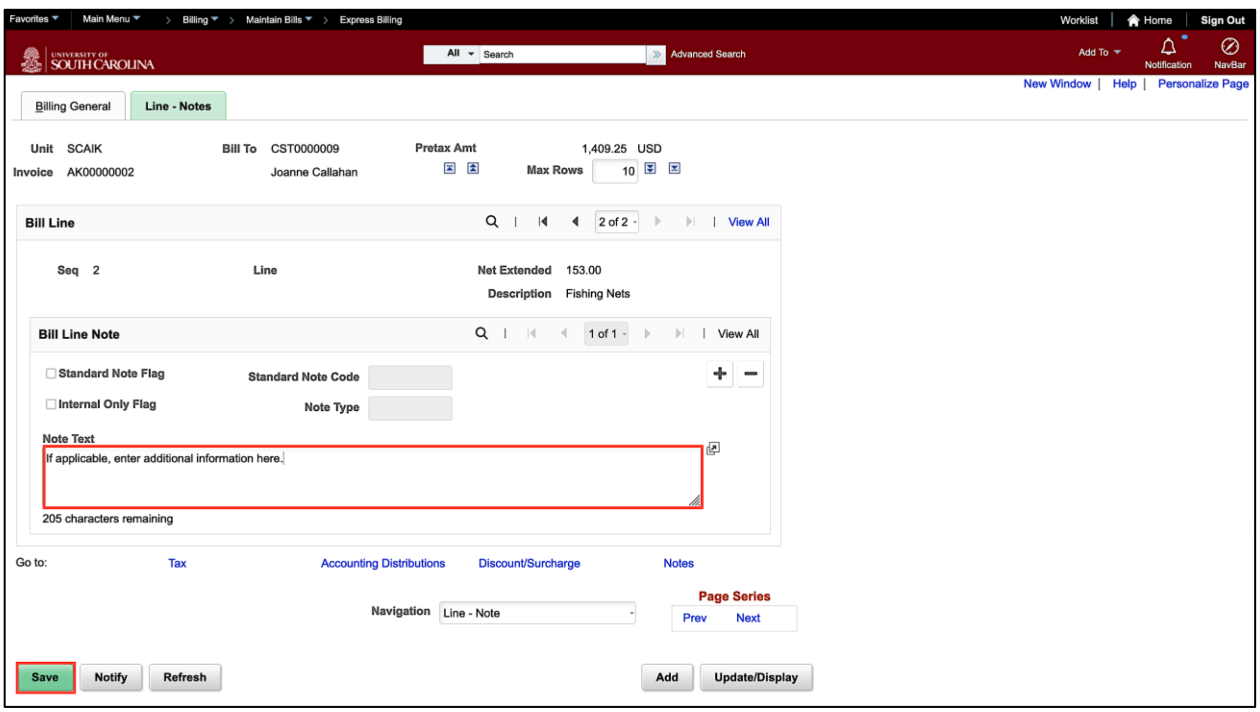
Step 21: Enter a **Bill Header Note** in the **Note Text** box and click the **Save** button.



Step 22: To add a **Bill Line Note**, click the **Navigation** drop-down arrow and select **Line-Note** from the list.

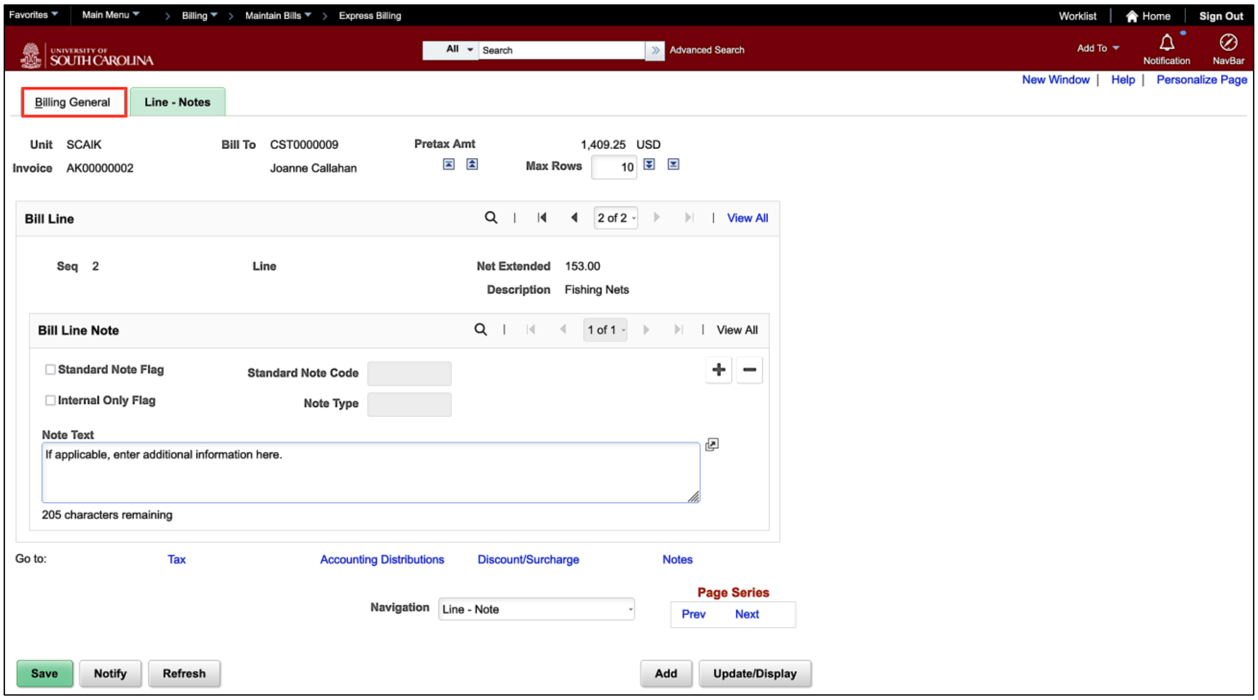


Step 23: Enter a **Bill Line Note** in the **Note Text** box and click the **Save** button.

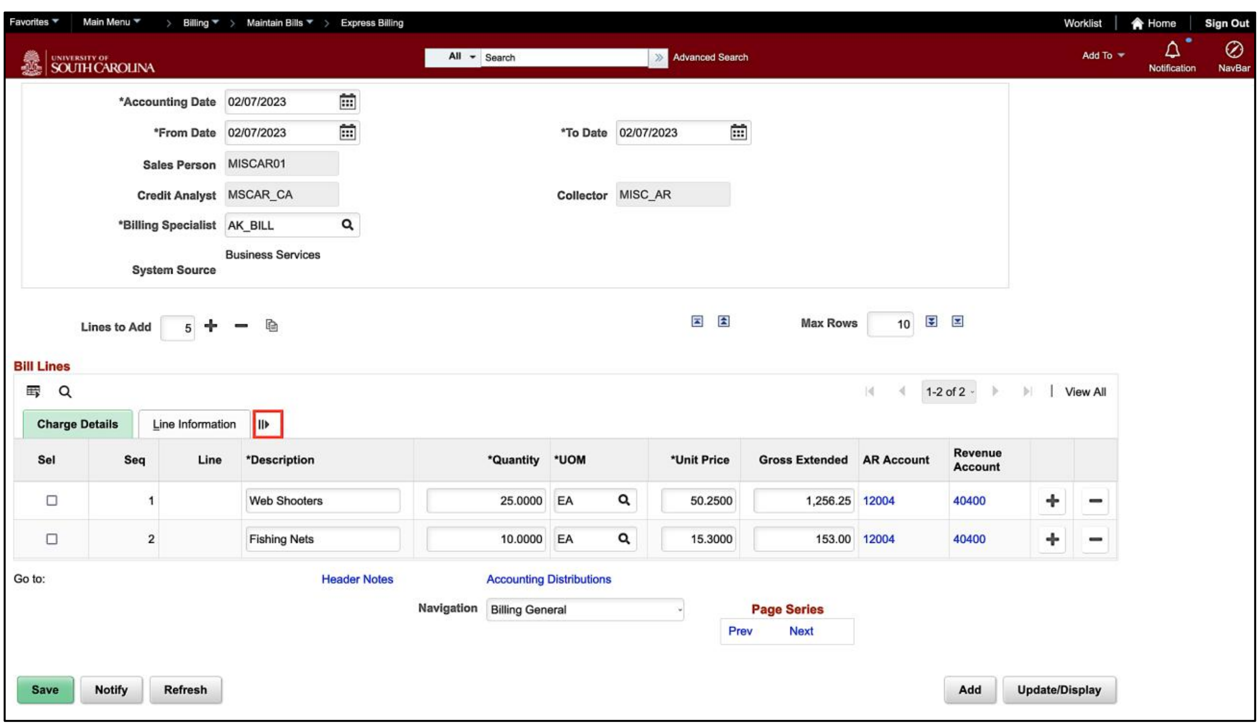


Sales tax should be added for all taxable goods and services. ** Remember – contact the MAR team with any questions about adding sales tax.

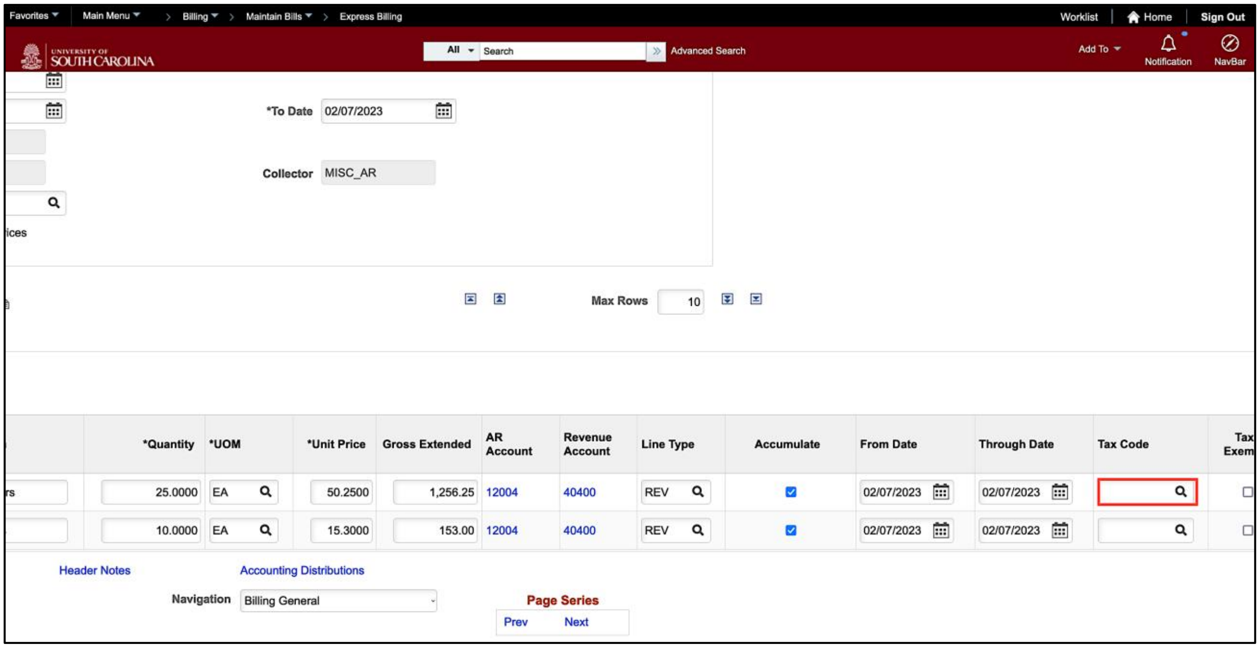
Step 24: To add sales tax for all taxable goods and services, return to the **Billing General** page by clicking the **Billing General** tab.



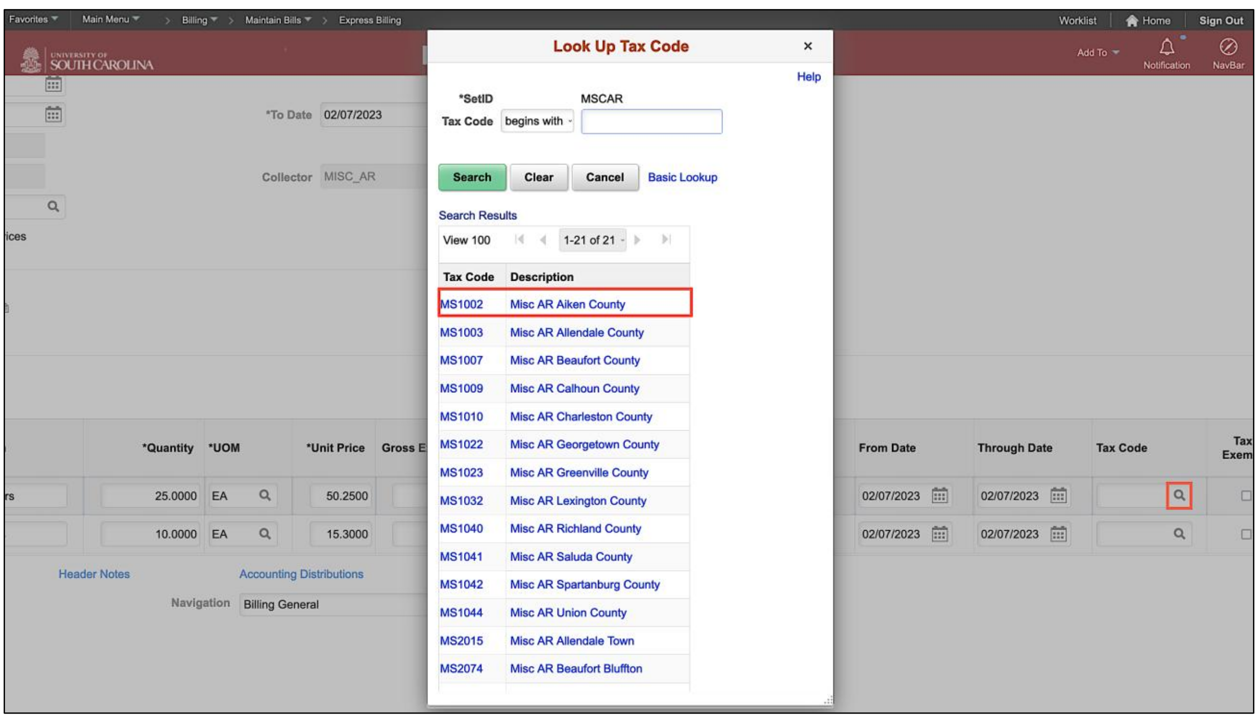
Step 25: In the Bill Lines section, click the **Arrow** symbol next to the Line Information tab to view additional fields.



Step 26: Scroll to the **Tax Code** field.



Step 27: Click the **Tax Code Lookup** button to select the appropriate county code for your campus/department. Add the Tax Code to all applicable billing items. Be sure to click the **Save** button once the Tax Code field is populated.



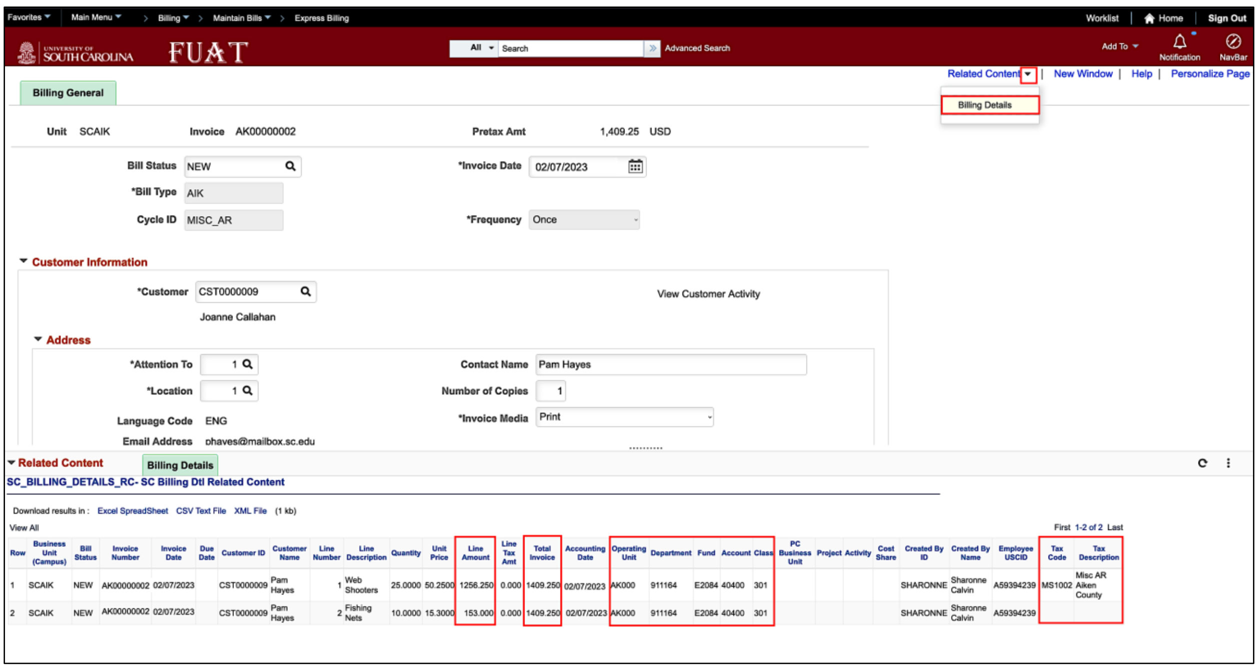
Before updating the Bill Status, always review the invoice details for accuracy by using the **Related Content** which can be found at the top right of the screen.

Step 28: Click the **Related Content** drop-down arrow.

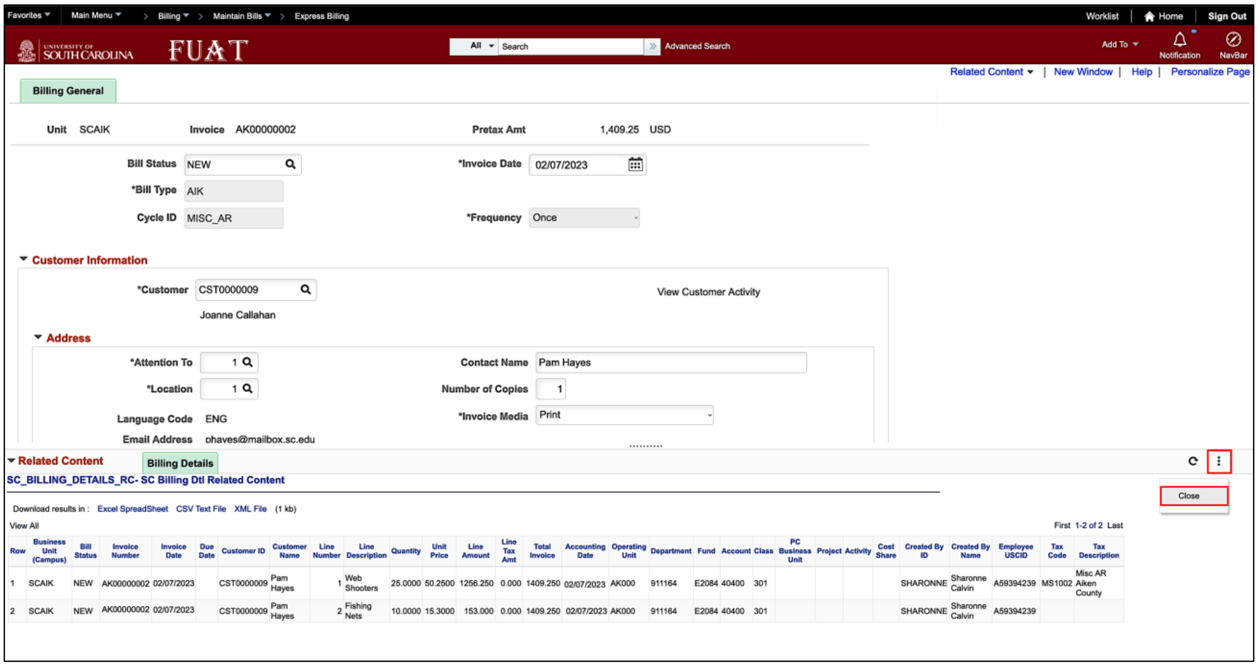
Step 29: Click the **Billing Details** option.

Step 30: The Bill Lines query populates at the bottom of the Express Bill page. Be sure to pay attention to the following:

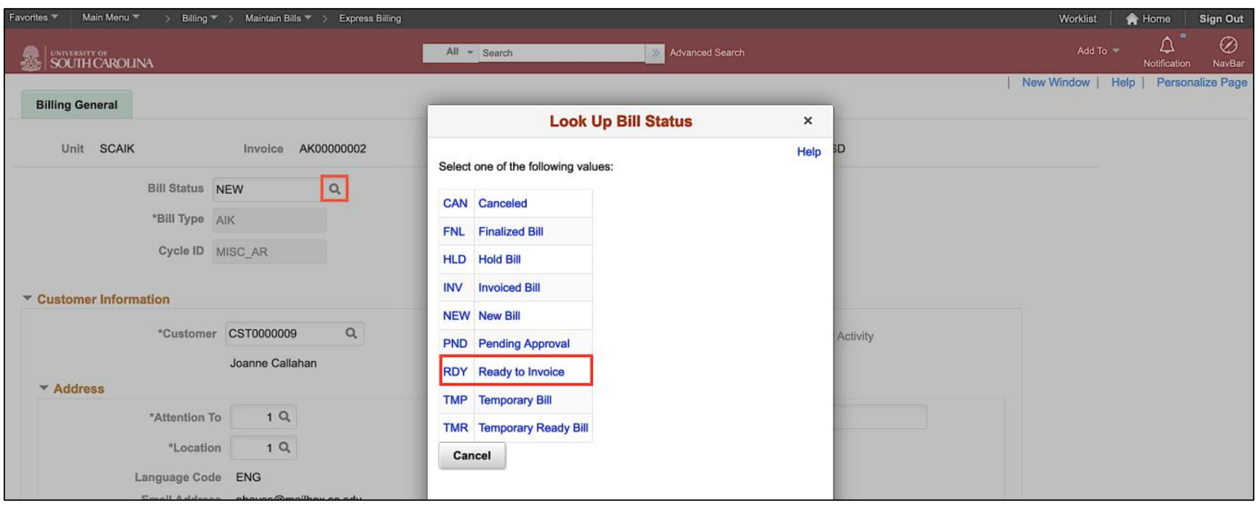
- Line Amounts
- Total Invoice Amount
- Chartfield Information
- Tax Code and Description



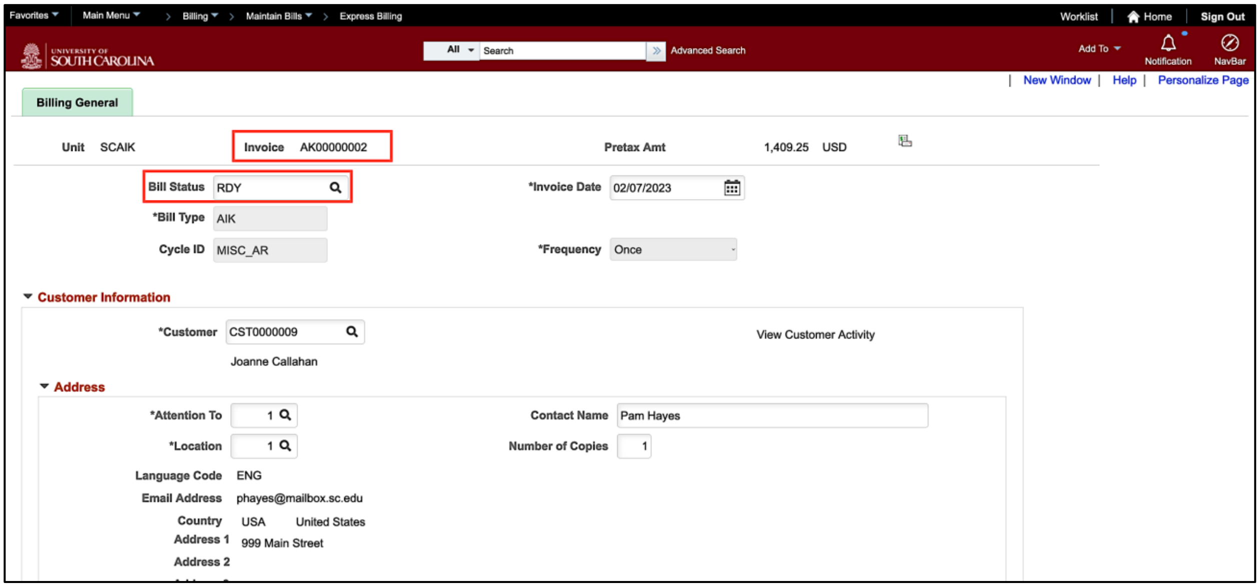
Step 31: Click the three **vertical dots** to close the Billing Details query before updating the Bill Status to RDY.



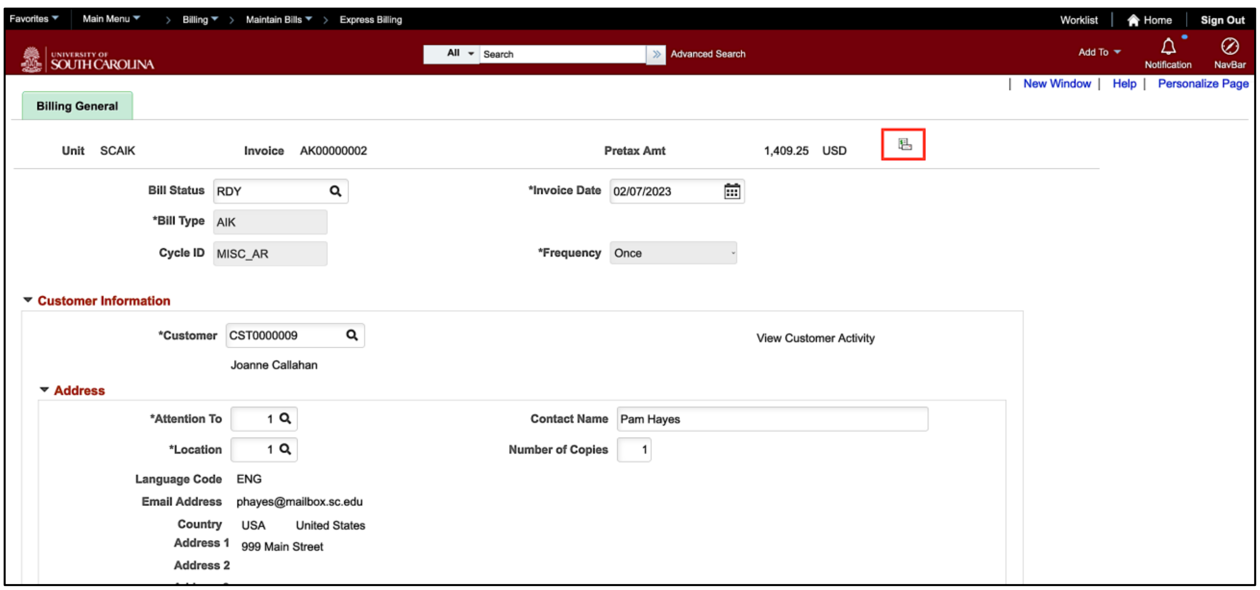
Step 32: When all billing information has been reviewed and finalized, click the **Billing Status Lookup** button to change the status from **NEW** to **RDY**. Click the **Save** button once the status is updated.



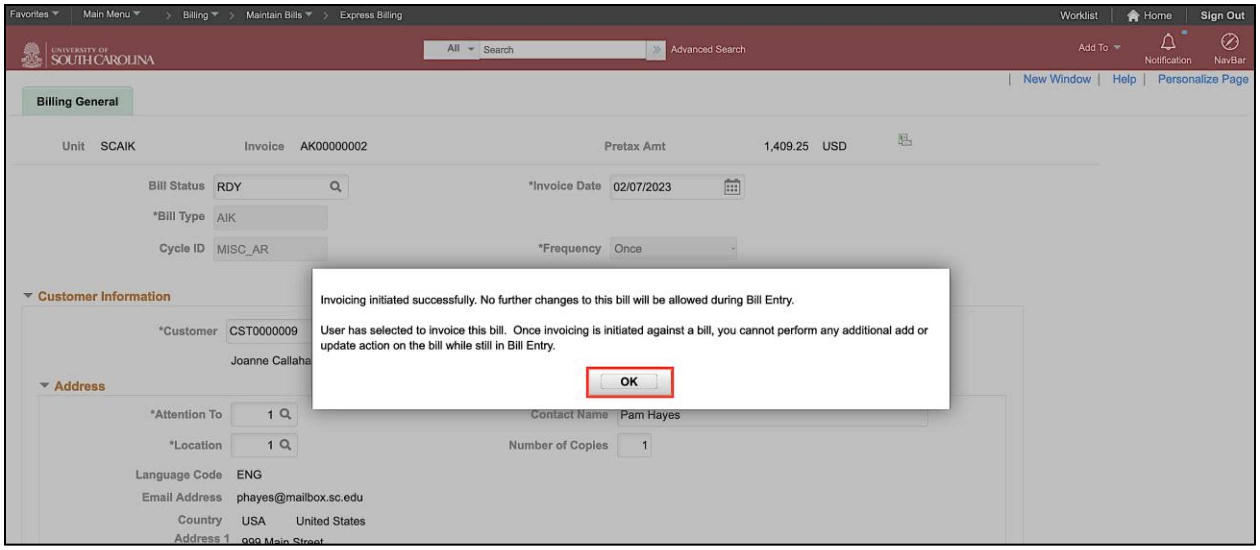
Step 33: Notice the **Invoice** number is populated, and Bill Status is **RDY**.



Step 34: Now that all the invoice details have been finalized and the status updated to RDY, it's time to submit the invoice. To do this click the **Invoice** icon at the top right of the page.



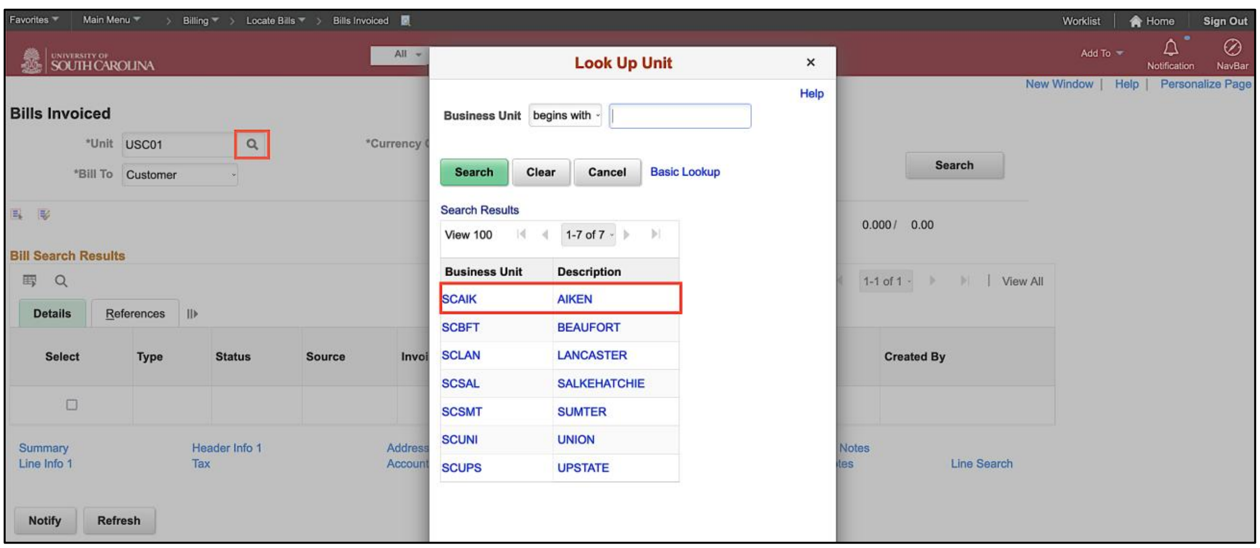
Step 35: Click the **OK** button when the Success Message appears.



After a few minutes, an invoice can be viewed and saved using the following steps.

Navigate to: Main Menu > Billing > Locate Bills > Bills Invoiced

Step 36: Click the **Unit Lookup** button and select the unit for your campus.

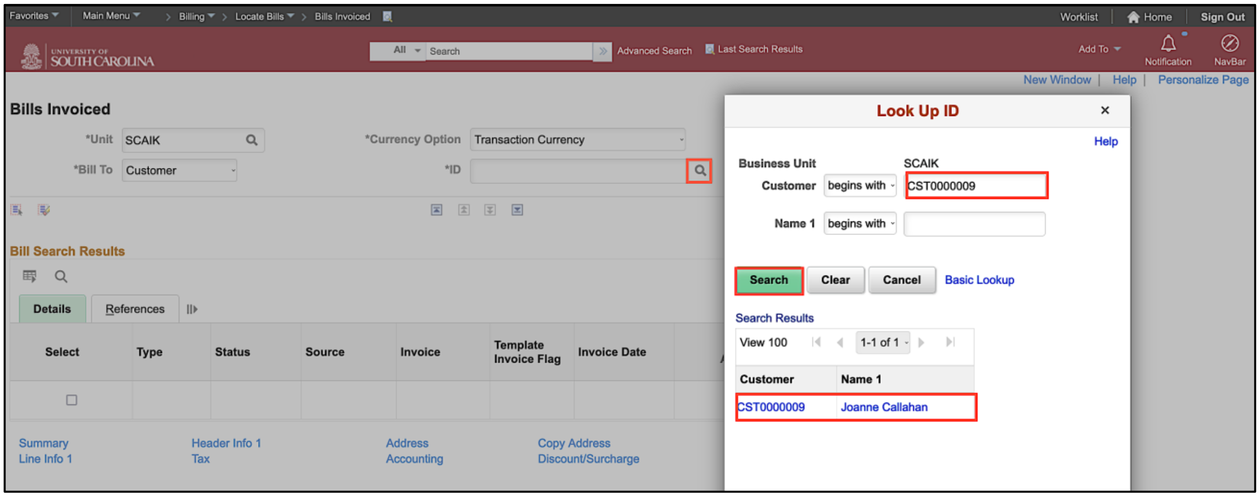


Step 37: On the Billed Invoice page, click the ***ID Lookup** button to select the appropriate customer.

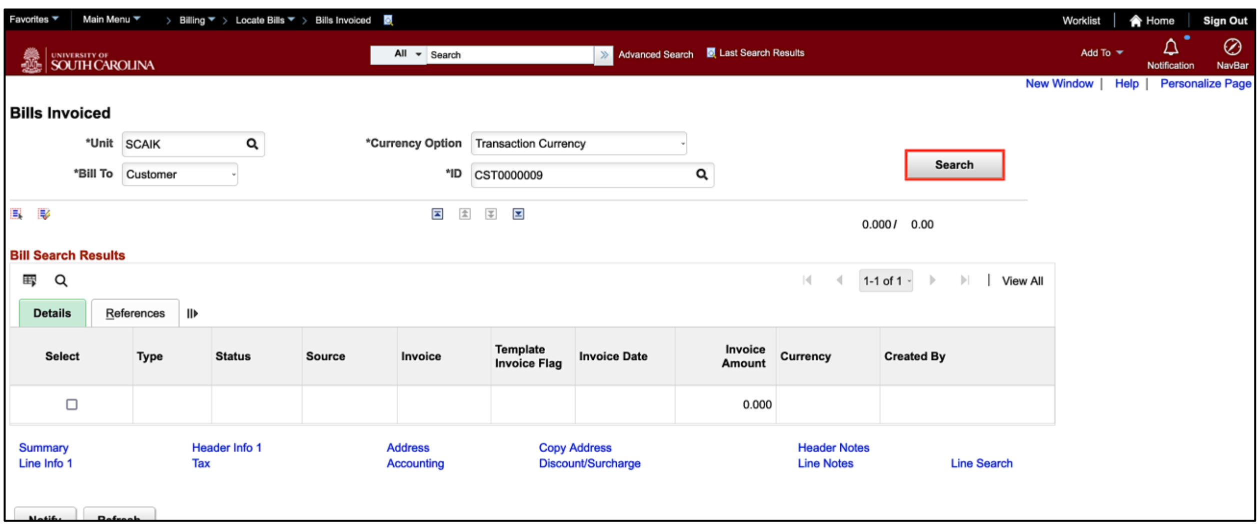
Step 38: Enter the customer ID in the **Customer** field.

Step 39: Click the **Search** button.

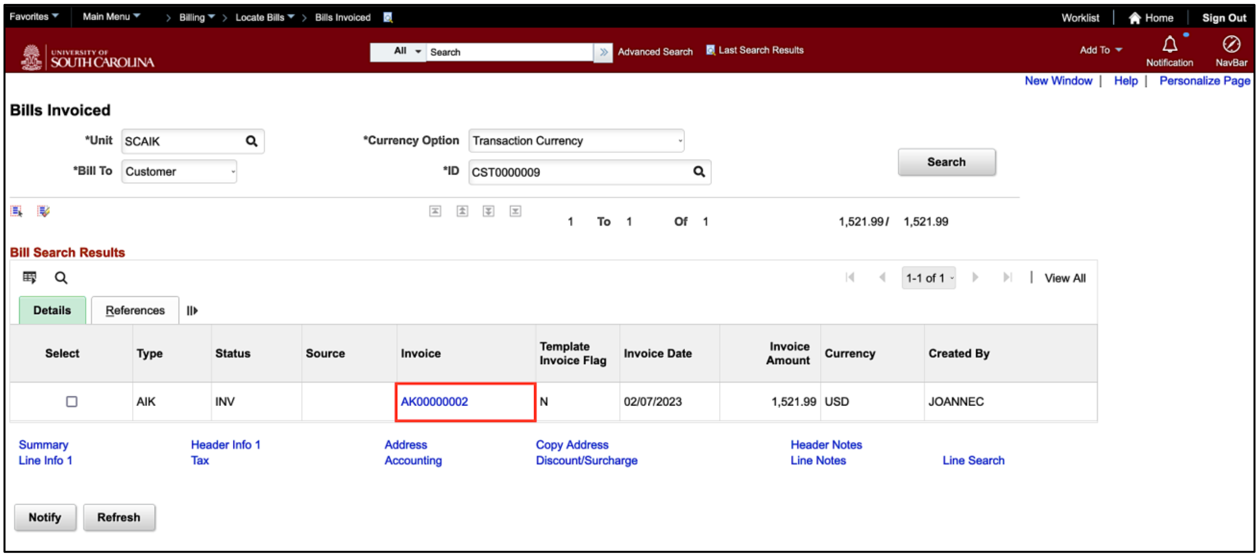
Step 40: Click the link for the customer to populate the ***ID** field on the Bills Invoiced page.



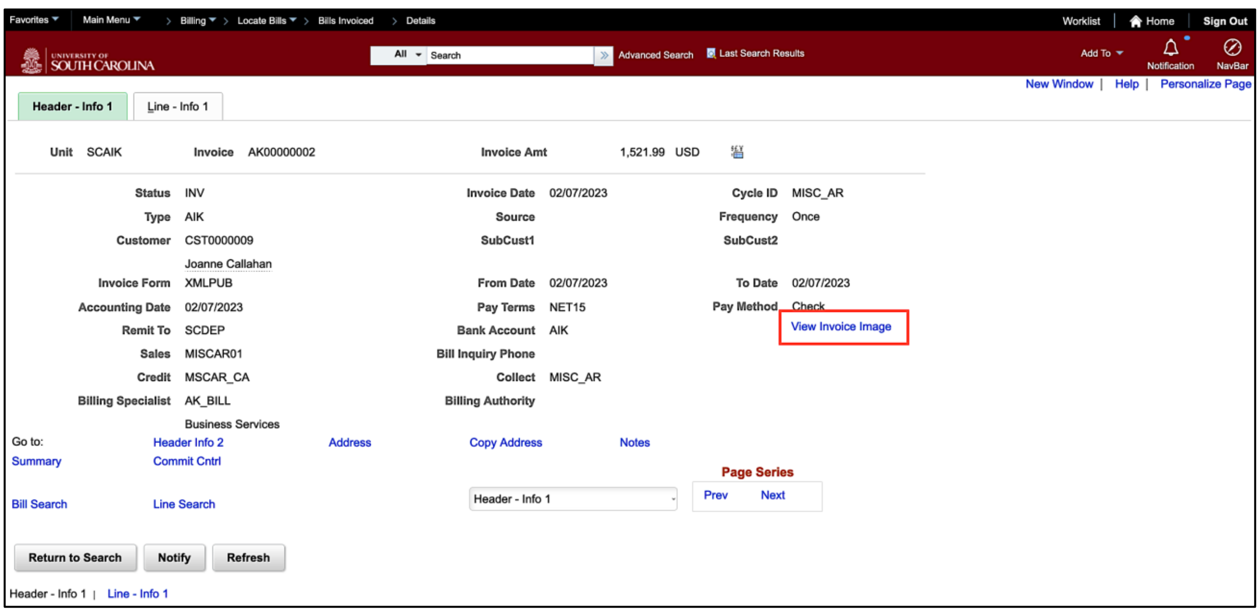
Step 41: Click the **Search** button.



Step 42: In the Bill Search Results section, click the **Invoice** link.



Step 43: Click the **View Invoice Image** link to view/save the invoice.



02/07/2023

UofSC Aiken

INVOICE

REMIT TO	INVOICE #	INVOICE DATE
University of South Carolina - Aiken Business Services Office 471 University Parkway Aiken, SC 29801	AK00000002	02/07/2023

BILL TO	CUSTOMER ID	TERMS
Joanne Callahan 999 Main Street Columbia SC 29208 United States	CST0000009	NET15
	DUE DATE:	02/22/2023

If applicable, enter additional information here.

DESCRIPTION	QTY	UNIT PRICE	AMOUNT
Web Shooters	25	$50.25	$1,256.25
Add note here if applicable.			
Fishing Nets	10	$15.30	$153.00
If applicable, enter additional information here.			
		SUBTOTAL	$1,409.25
		Sales Tax	$112.74
Thank you for your business!		TOTAL	$1,521.99

Please provide the invoice number on the payment.

Electronic Payment Information

Banking Institution	Wells Fargo Bank, NA
Account Name	Controller's Deposit Sweep Account
Depositor Account Number	2079900430262 (Checking)
Routing Number	121000248
Swift Number	WFBIUS6S (International Wires Only)
Remit Email Address	MISCAR@mailbox.sc.edu

For Billing questions please contact us:

Business Services
(803) 641-3543

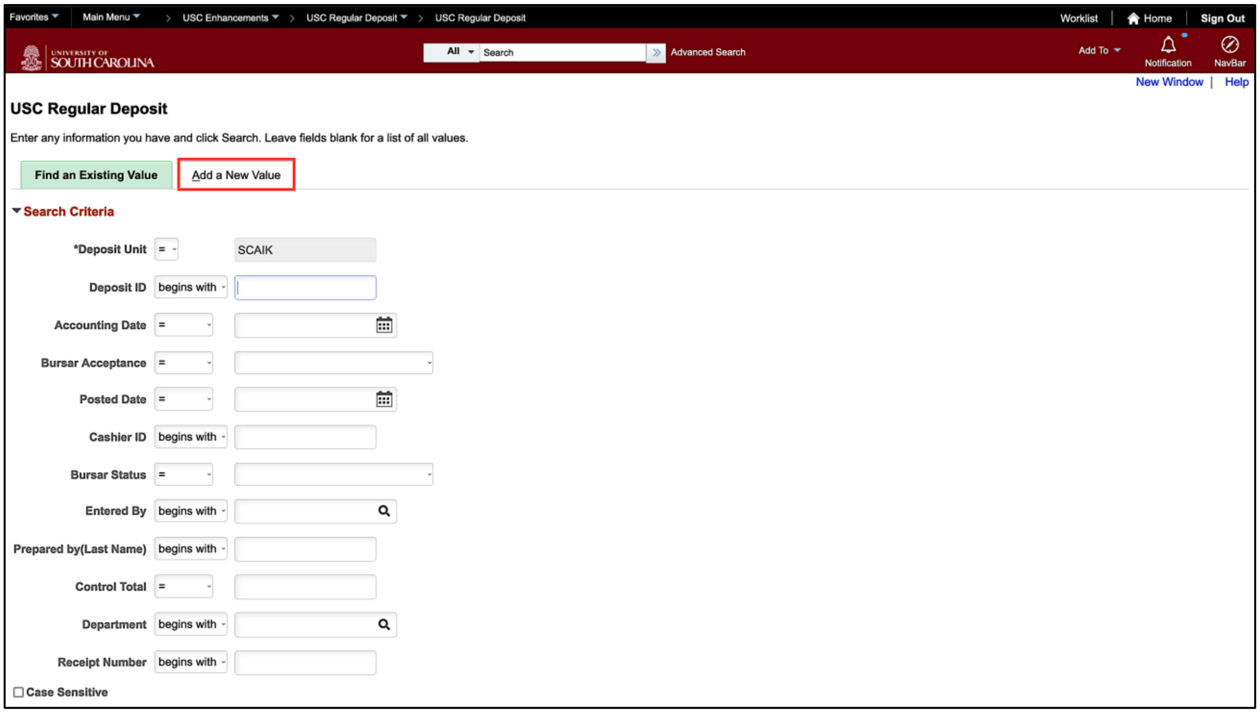
VII. Creating a Deposit

Depositing Requirements:

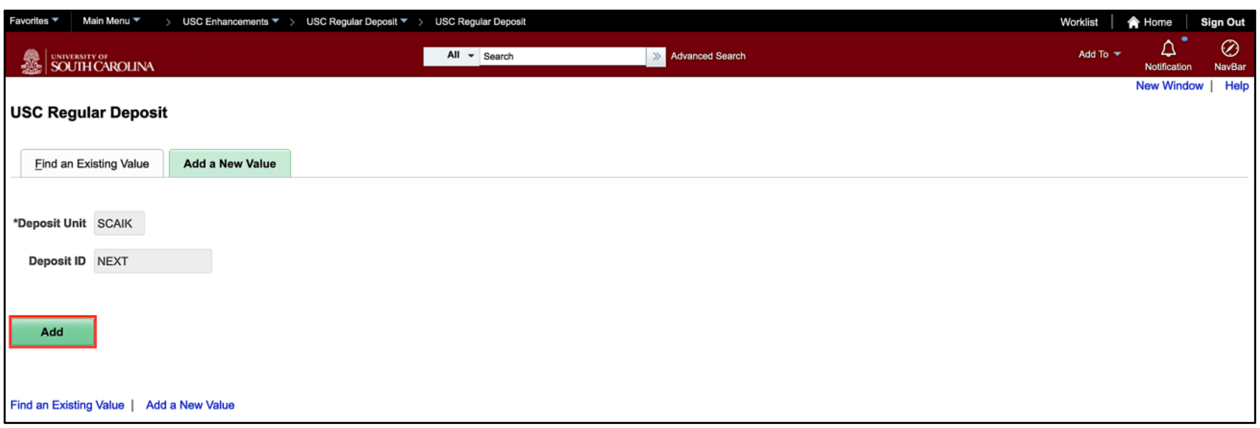
- Your assigned campus/department **MAR Clearing Account** – the entire string - should be used for all MAR deposits.
- The invoice must be attached.
- The invoice number must be provided in the Deposit Reference field.
- MAR deposits should not be combined with other types of deposits – those using different accounting strings.

Main Menu > USC Enhancements > USC Regular Deposit > USC Regular Deposit

Step 1: Click the **Add a New Value** tab.

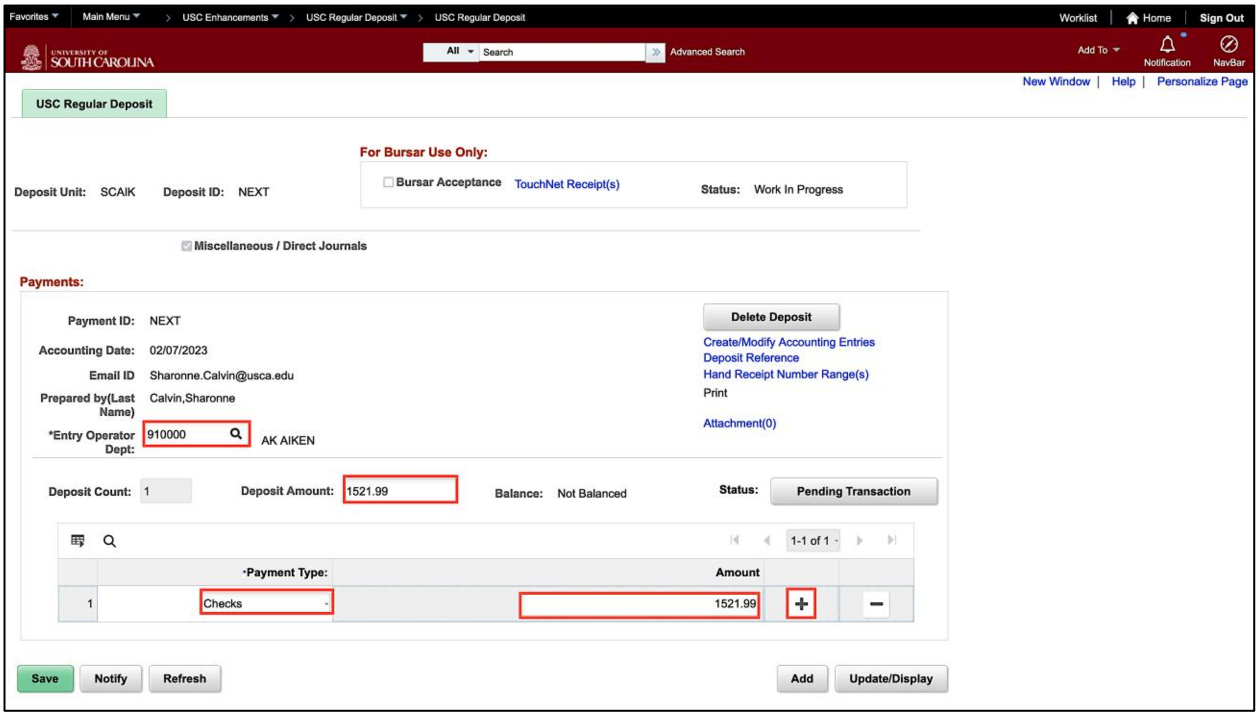


Step 2: Click the **Add** button.

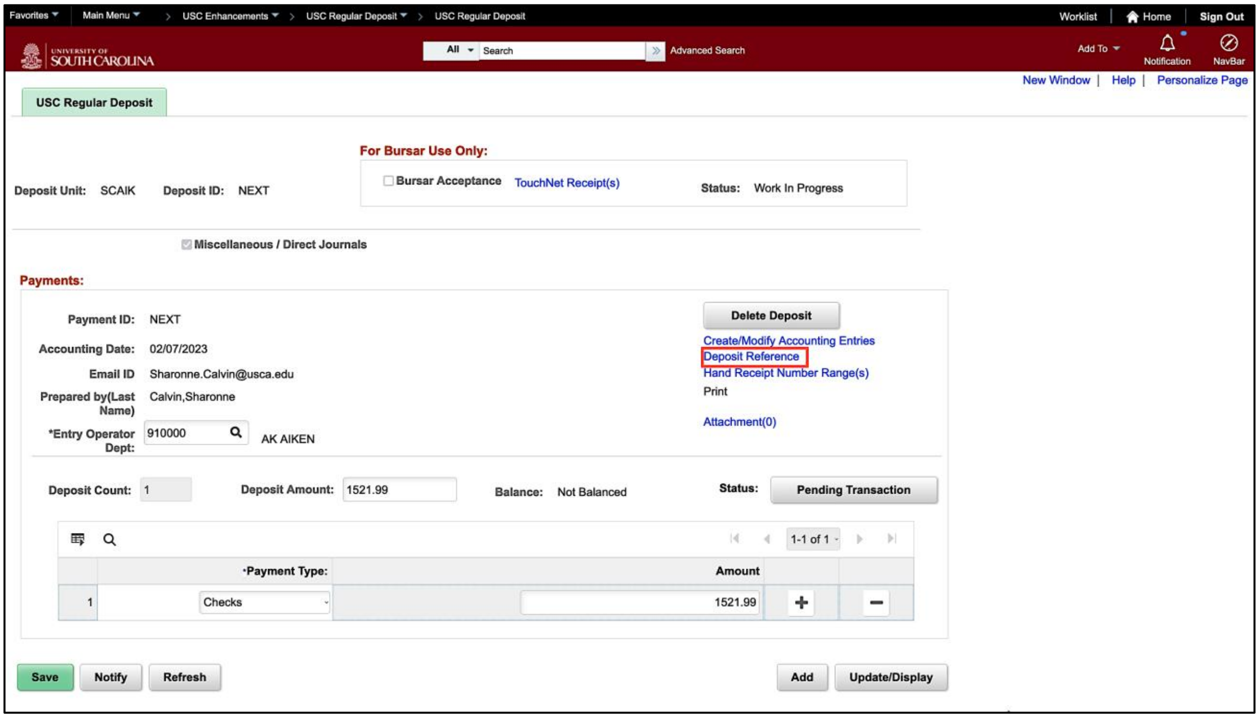


Step 3: On the USC Regular Deposit add the following information:

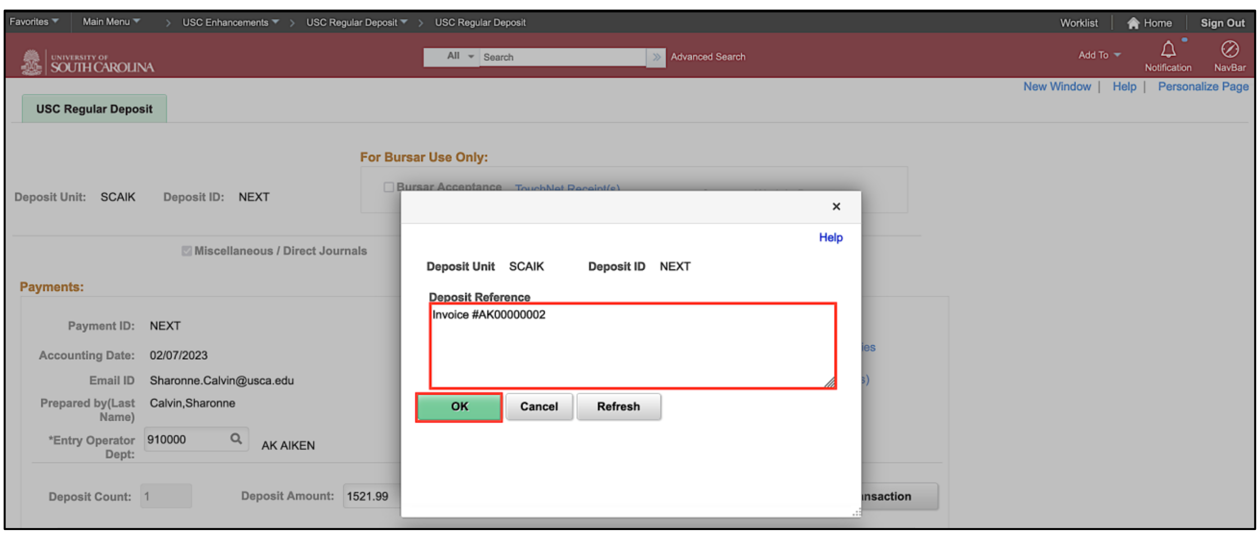
- **Entry Operator Dept**
- **Deposit Amount**
- Select **Payment Type** from drop down.
- Add **Amount**
- Use the **+** Plus button to add additional payment types and amounts. **Note:** All payment types should equal the Deposit Amount.



Step 4: Click the **Deposit Reference** link to provide the invoice number, along with other related information.

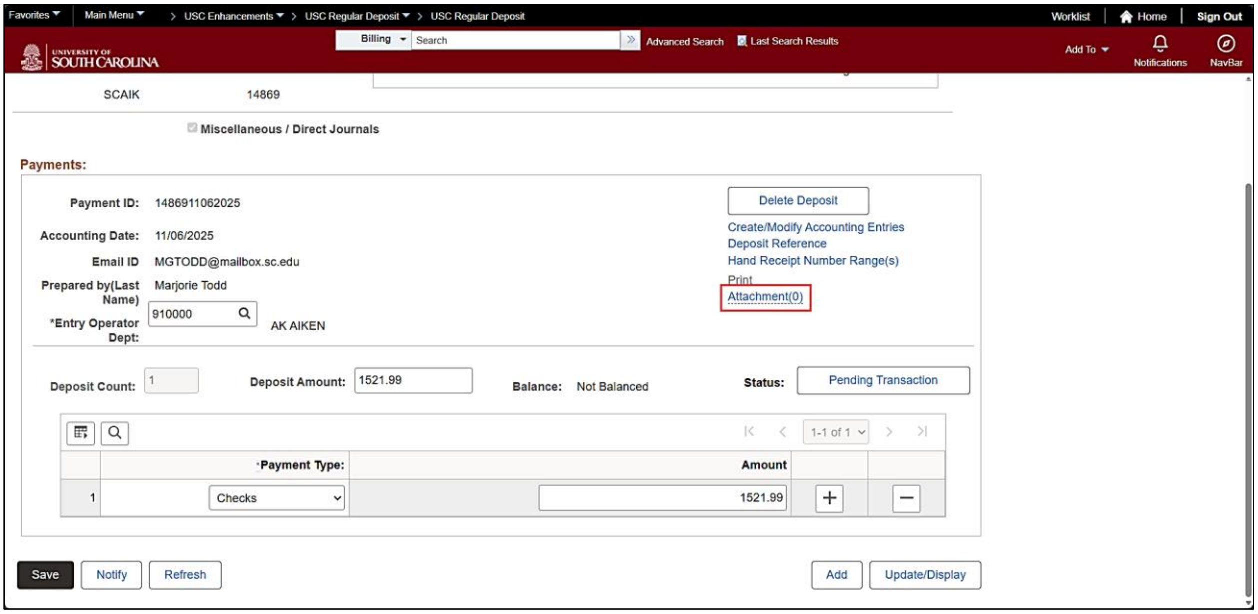


Step 5: Enter the invoice number and additional comments if applicable in the **Deposit Reference** box. Click the **OK** button to return to the Deposit page.

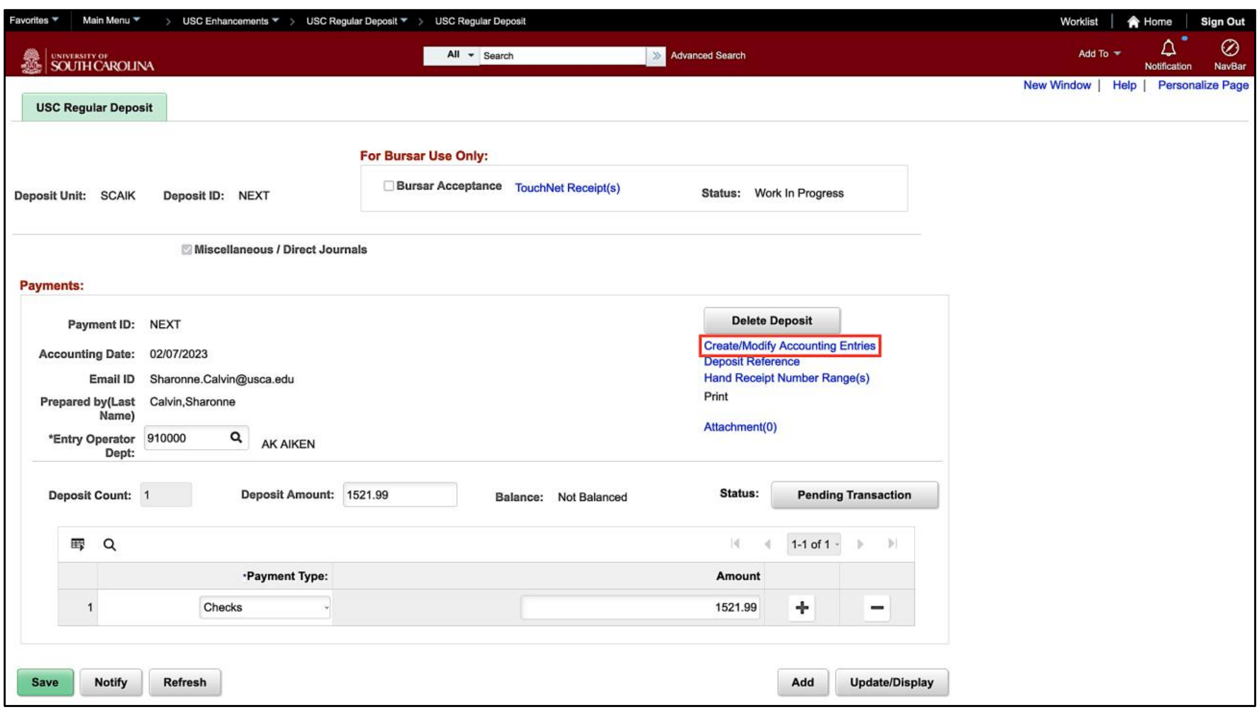


Step 6: Click the Attachment link to add a copy of the invoice (required) and other related documents.

Step 7: Click the **Save** button on the USC Regular Deposit page before continuing.



Step 8: Click the **Create/Modify Accounting Entries** link to add accounting lines.



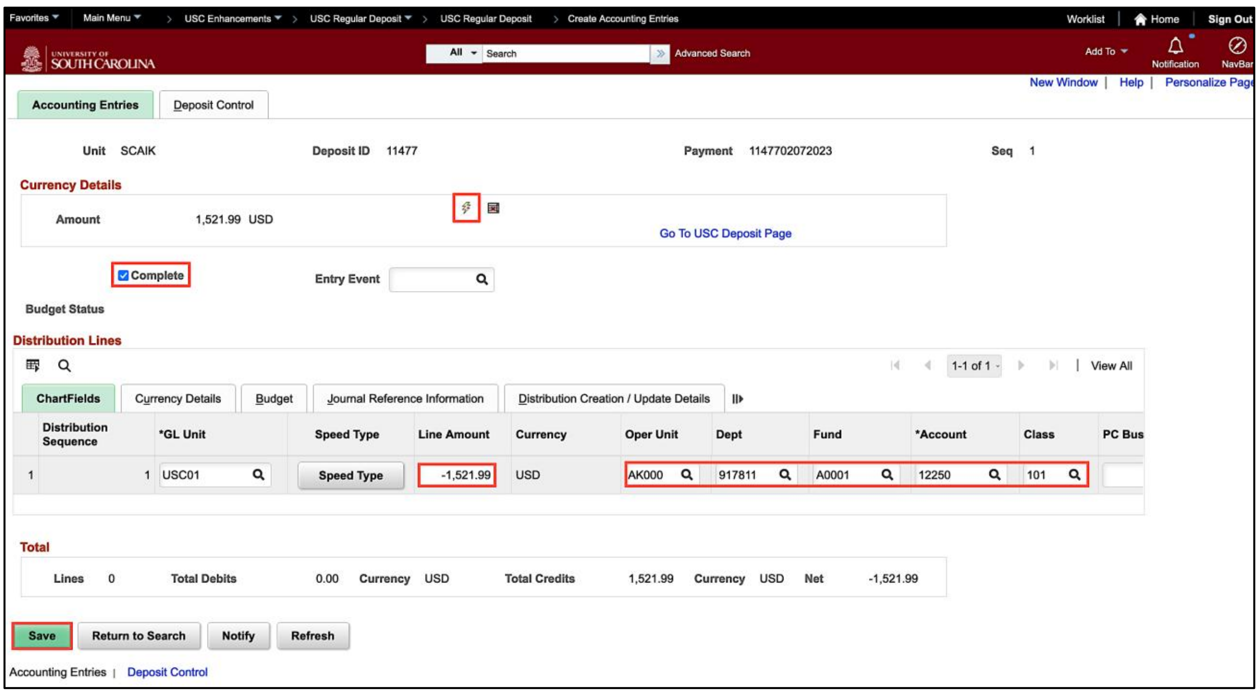
Step 9: In the Distribution Lines section, enter the amount as a negative in the **Line Amount** field. This amount will be the **NEGATIVE** of the payment amount.

Step 10: Enter the entire chartstring for your campus/dept **MAR Clearing Account.**

Step 11: Click the **Lighting Bolt** icon.

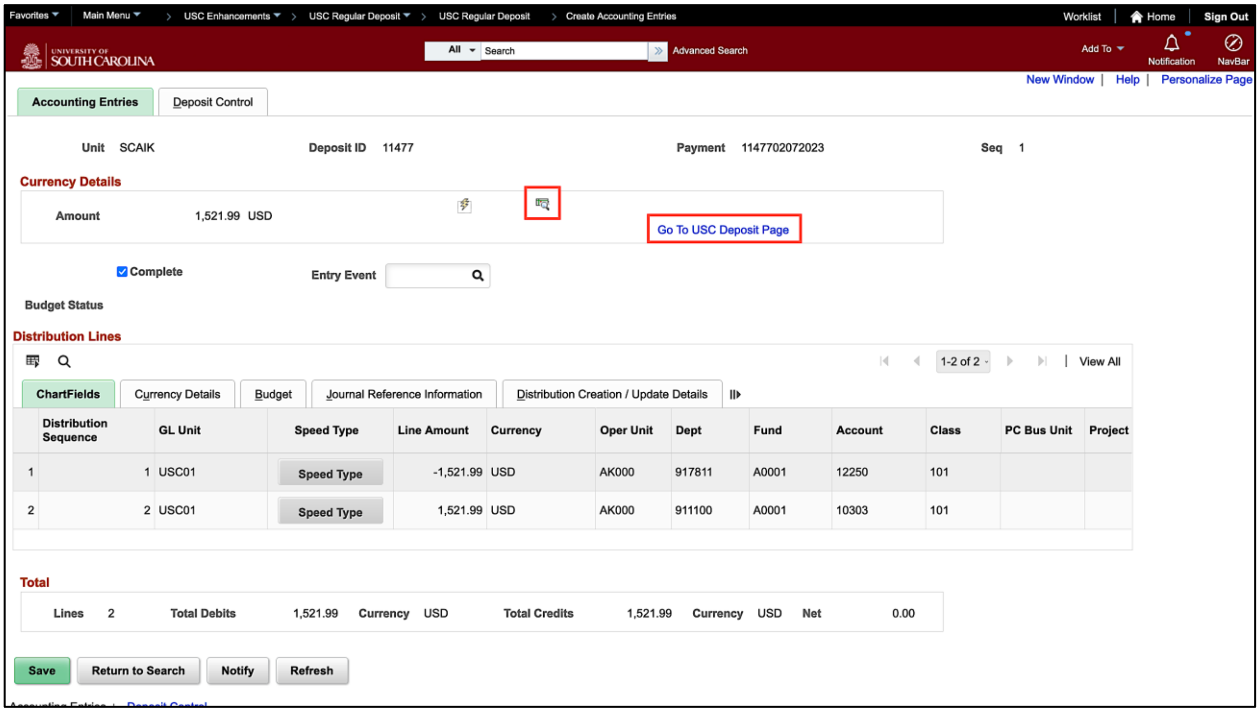
Step 12: Click to check the **Complete** box.

Step 13: Click the **Save** button.

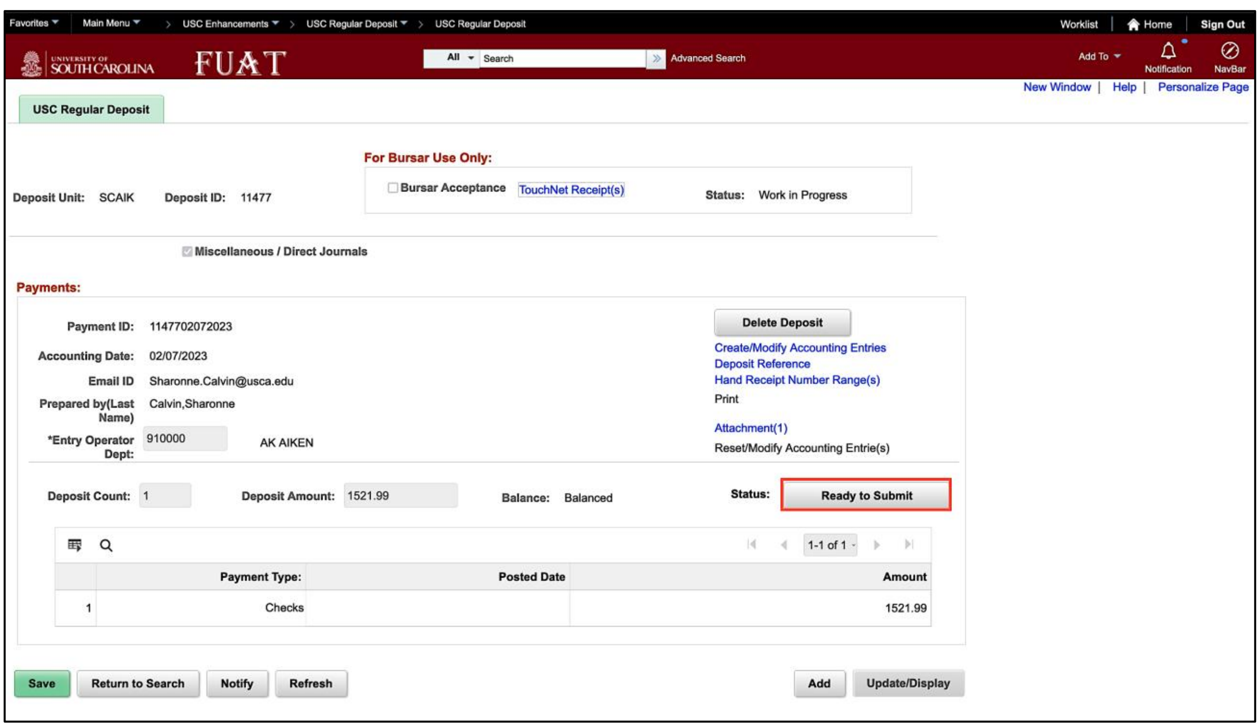


Step 14: To complete the final steps for creating a deposit, click the **Budget Check** icon.

Step 15: Click the **Go to USC Deposit Page** link to return to the USC Regular Deposit Page.



Step 16: To submit the deposit for Bursar Acceptance, click the **Ready to Submit** button (typically a cashier accepts when the deposit is processed).



Step 17: Notice a **Deposit ID** is assigned and the status updates from Work In Progress to **Ready for Approval**.