

Weekly Dunning Process

See the **Dunning Procedures Checklist** for a summary of procedures

<\\Uconn\efs\AP\Travel\Dunning Process\Dunning Procedures Checklist.docx>

1. Run Dunning Report in KFDM:

- D-Accounts Payable
- Standard Reports
- Travel Office
- Travel Dunning Data Entry Collection
- Click Run
- Save file in Q drive/AP/Travel/Dunning Process/ Dunning Reports

2. Create /update the Travel Advance Hold list (>60 days):

- Open the current Dunning Report and Inactivated Sub-Accounts Spreadsheet.
- Filter the Dunning Report and select only line items with an aging of over 60 days.
- Add a new tab into the Inactivated Sub Accts spreadsheet (<\\Uconn\efs\AP\Travel\Dunning Process\Inactivated Sub-Accts.xlsx>) with today's date and copy/paste the sub-account, sub-account name, and aging days. Remove any duplicate names.
- Copy/paste the Vlookup formula from the previous tab to the employee number column. People without an employee number will show as 0 (such as students). Ones that need to be added to the Master List will be #N/A. When adding a new person, be sure to add them to the Master List.

* Put the list in order by name then print a copy for the Travel Advance processor.

3. Create/update the Do Not Pay List (>90 days):

- Copy and paste values from the "Inactivated Sub-Accounts Spreadsheet" into the "Do Not Pay List" (\\Uconn\efs\AP\Travel\Kuali DVs - Priority Audit Lists\DB_DaveDevelopment\DoNotPayList.xlsx)
- Remove all payees that are outstanding less than **90 days** from the list. Ensure that the Employee ID field is formatted as 'text'.

* Do not re-format this spreadsheet. The DM Action List formulas are based upon the Do Not Pay List's current format.

4. Upload Dunning Data Entry Collection file in SharePoint-Payroll-Dunning Report

- Upload the collection file in SharePoint in the file titled Payroll-Dunning report under the group Travel Services

5. Run Audit Report in KFDM:

- D-Accounts Payable
- Standard Reports
- Travel Office

- Travel Dunning Audit Report
- Click Run
- Save file in Q drive/AP/Travel/Dunning Process/Audit Reports

6. Review the Dunning Report for errors using the Audit Report.

- **Do not** make any corrections to items that are in a **saved** or **enroute** status.
- To make a correction the Trans type will always be **C** then enter in the correct sub account, org ref id, or travel end date (whichever is needed). **Do not** make any changes to anything other than the blue highlighted sections of the report (Trans Type, Revised SubAcct, Revised Org Ref ID, Revised Travel End Date). Ensure any sub-accounts being changed are still active within KFS. The changes will not update if there are inactive sub-accounts being changed.
- Once all corrections have been made, go to the Travel Dunning Collector File spreadsheet (<\\Uconn\efs\AP\Travel\Dunning Process\Copied Travel Dunning Collector File v0.xlsm>) and follow the instructions. Ensure the fiscal year and scheduled submission date is correct (changes to these fields will be extremely rare).
- Email the updated dunning report with corrections and the collector file to the Fiscal Officer on the account or a delegate for their review/approval. Once approved, forward the files and approval email to **John Petrizzo, Accounting**, for processing. The next day the corrections should be reflected on the dunning report.
- Audit Report Errors:
 - i. Missing email address – in most cases these are for students. There is a spreadsheet saved at <\\Uconn\efs\AP\Travel\Dunning Process\Missing Net IDs.xlsx>. To find the net id look under the Administration tab in KFS then person look up. Once the spreadsheet has been updated save the file as text (MS-DOS) (*.txt) file. The name of the file must be “travel_dunning_missing_netids.txt” Then create a help ticket to make the corrections. Further information can be found in the Missing Net ID Instructions. <\\Uconn\efs\AP\Travel\Dunning Process\Missing Net ID Instructions.docx>
 - ii. Separated/Retired Payees – Verify that the payee is separated/retired. In some cases this may be a reporting error.
 1. If student/employee is still affiliated with UConn, generate a manual letter and send using the traveladvance@uconn.edu profile. A template for the form email can be found at <\\Uconn\efs\AP\Travel\Dunning Process\Letter Template.oft>. Save a copy of the letter in the AP/Travel/Dunning Process/Manual Letters folder.
 2. If student/employee is not affiliated with UConn, check payment history to ensure that a check/ACH deposit was made. If the check is still showing as ‘extracted’ and hasn’t been cashed, consider alternative methods, such as voiding the check. Once payment is verified, produce an AR Invoice then send to collections if no payments/receipts have

been received within 90 days of invoice date. Instructions for invoicing can be found at <\\Uconn\efs\AP\Travel\Training Documentation\Collection - Create Invoice\Invoice Creation - Supplemental Instructions.docx>. If a large batch of invoices needs to be created, you may opt to batch process the invoices via spreadsheet upload. The invoice upload spreadsheet and letters are saved under: Q drive/AP/Travel/Dunning Process/Roll out letter clean up. Once the upload sheet is completed email it to **Melissa Ewing**. She will generate the invoices then send them to you in PDF format. These will have to be mailed along with the invoice letters.

- a. Letter insert for invoices can be found at <\\Uconn\efs\AP\Travel\Dunning Process\Collections & Recovery Notices\Invoice Template v2.dotm>
 - b. Contact **Ellen Lowe, Payroll, or Chris, Accounts Payable**, for missing addresses. (Anyone who has Genesys access will be able to get the last known address).
 - c. Batch upload instructions can be found at <\\Uconn\efs\AP\Travel\Dunning Process\Invoice Batch Upload instructions.docx>
- iii. CR or AD without DI(at end of month) – Check with Martin at the end of the month to ensure that we have all paperwork and that nothing is being held up. If necessary, generate a manual letter and notify employee of outstanding advance. Use the traveladvance@uconn.edu profile to send any email communications. A template for the form email can be found at <\\Uconn\efs\AP\Travel\Dunning Process\Letter Template.oft>. Save a copy of the letter in the AP/Travel/ Dunning Process/Manual Letters folder.
- iv. Balances Less than Zero – Review transaction to gain an understanding of why the balance is less than zero. It may be that an advance was reconciled for the wrong amount, or duplicate submissions have been made.
1. If someone has been invoiced but a DV or DI is submitted afterwards a **credit memo** is needed. In KFS under – main menu/accounts receivable/customer credit memo. Search with the Doc # or GEC# from the dunning report. Description should be: credit memo – last name. Explanation should be: department submitted DV, no cash transaction needed. Quantity should be 1 and enter the amount from the dunning report. Then click recalculate and then submit. The next day these will show up on the dunning report as Edoc type CRM. Corrections will be needed to add in the sub account if a batch upload was used for invoicing.
- v. Pending Transaction over 20 days old (at the end of the month) – follow up on these and send out manual letters if needed.

7. Run Report Caster Job to generate dunning letters the day after corrections have been made.

- Tools
 - Report Caster
 - Then highlight/click the report
 - Click run
 - Then check for burst report email in Travel Advance Inbox
8. **After letters have been sent follow up on any undeliverable addresses and letters that were not able to distribute (per the burst report and undeliverable message emails).**

Month End Procedures

- Follow up on EDocs pending for more than 20 days. Send out manual letters if needed. The list of pending transactions can be found on the last page of the audit report.
- Follow up on missing DIs and send out manual letters if needed (if there is a DV and AD but no DI).
- For any 150+ (or 90+?) outstanding advances, check payment history to ensure that a check/ACH deposit was made. If the check is still showing as ‘**extracted**’ and hasn’t been cashed, consider alternative methods, such as voiding the check. Once payment is verified, the employee is eligible for Payroll Deduction. Send an email to the employee giving 48 hours to respond prior to sending to Payroll. (Templates saved at <\\Uconn\efs\AP\Travel\Dunning Process\Collections & Recovery Notices>Email Notifications - AR and Payroll.docx>). If no action is taken by the employee within 48 hours, create a DI to report to Payroll. (See edoc 1030701 for an example DI). Then, send an email to **Ellen Lowe** and **Cheryl Berry**, to notify them of the recovery. ***Email payroll prior to submitting DI**
 - For DI: FROM accounting lines should reflect the Dunning Report exactly. TO accounting lines should include the appropriate sub-account and sub-object code ‘DEL’. Org Ref ID may be left blank. Promissory note must be included in the Notes and Attachments along with any other documentation. **FYI Cheryl, Ellen, and Acknowledge Dan. Also, acknowledge/FYI self.** Once payroll deductions have been completed (approx. 20 weeks), **the sub-account should be inactivated. Employee is no longer eligible for travel advances.** *In KFDM (D-accounts payable/standard reports/travel office/payroll recovery) for a listing of all sent to payroll*
- Separated employees should be A/R invoiced (see 4th bullet in step 5). Also, refer to customer invoice procedures. *A customer profile will be needed if invoicing for the first time. Send an email to the employee giving the 48 hours to respond prior to sending to A/R invoice. **To view all travel invoices sent and corresponding credit memos a report in KFDM is available under D-Accounts Payable / Standard Reports / Travel Office / Travel Dunning Invoiced Advances. A copy of the report is saved in AP/Travel/Dunning Process/Roll-out letter clean up. The outstanding balances should be sent to collections 90 days from the transaction date. Contact Melissa Byrne to begin the collections process.**

- If a traveler overpaid us by AD or DI process a DV under reason code E to refund. *Give Dan & Terri a heads up.

Athletics –

Once a week, Athletics requests a dunning report for their review. To generate this report run Dunning Report in KFDM:

- D-Accounts Payable
- Standard Reports
- Travel Office
- Travel Dunning Data Entry Correction
- Change Department Filter to “Athletics”
- Click Run
- Save file in Q drive/AP/Travel/Dunning Process/ Dunning Reports/Athletics and email a copy.

Missing Net ID Instructions

- The availability of TA recipient’s email address is required for automated distribution by the WebFOCUS scheduling utility ReportCaster. Identifying the TA recipient’s email address follows the following process.
 - Disbursement Accounting Star is queried for all disbursements made from the travel advance account and object code (9044680 / 1170) and placed into a temporary file that will allow this data to be referenced during the data retrieval process. Note: the join will be based upon the eDoc number of the disbursement and the payment_payee_id will be retrieved.
 - The payment_payee_id will then be linked to the Job Funding star in order to retrieve the Net ID of the TA recipient. Later this Net ID is used to construct the user’s email address (e.g. Netid@uconn.edu).
 - The Job Funding star is also used to determine whether the TA recipient has separated from the University.
- The Net ID for a subaccount is not always available in KFS as certain pay groups are not being maintained in KFDM. In the instances where the Net ID is not available for a subaccount, a spreadsheet is being maintained by the Travel Office to provide the dunning letter process with this missing information. This spreadsheet contains the following data elements:
 - SubaccountTra
 - Subaccount Name
 - Net ID (if available)
 - Email address
- This file will periodically be updated with missing email information. Note: This is a comprehensive file, so a single file should be used for update. The update information can be

included in the dunning process by first saving the file. Once saved, the file should be saved as an alternate file type "Text (MS-DOS) (*.txt)" file. The file must be named travel_dunning_missing_netids.txt. This file is then uploaded to the appropriate sever directory (dwte for test. Kfdm_prod for production) using Developer Studio.

Dunning Procedures Checklist

Week: _____ *

Task	Responsible Party	Date Completed	Comments
<i>Weekly Procedures</i>			
Day 1			
Run Dunning Report			
Run Audit Report			
Create/update the Do Not Pay list (>90 days)			
Create/update the Travel Advance Hold list (>60 days)			
Review Error Exceptions section of the Audit Report and make any corrections/update email addresses as necessary. Create collector file for all corrections and submit the file to accounting with required documentation (FO approval email, Collector File, Dunning Report, Audit Report)			
Day 2			
Schedule ReportCaster job if needed			
After letters have been distributed, follow up on any undeliverable addresses and letters that were not able to distribute (per the Burst Report and Undeliverable Message emails)			
<i>Month End Procedures</i>			
Follow up on edocs pending for more than 20 days. Send manual letters if needed.			
Follow up on missing DIs. Send manual letters if needed.			
Report any 150+ (or 90?+) aged items to Payroll and notify employee (Check KFS to ensure that the funds have been received/deposited before reporting)			
Invoice separated employees (Check KFS to ensure that the funds have been received/deposited before invoicing)			

** If this is the last week of the month, perform month end procedures as well*

