Quantum Bytes — an update on all things Quantum

University of Maryland Baltimore

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Volume 23, Issue 1

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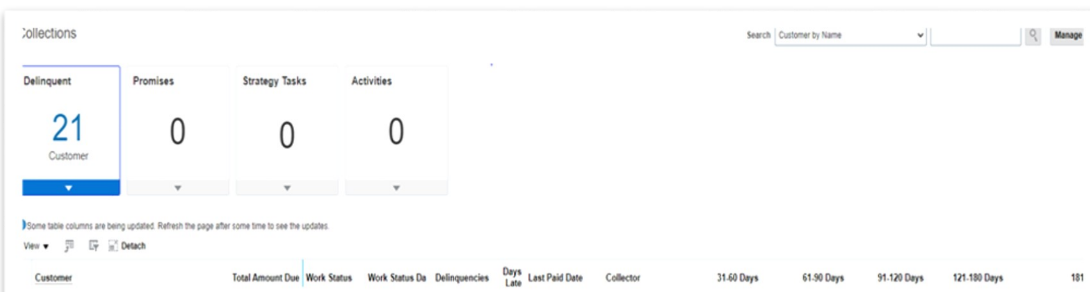
Focus on Customer Billing & Collections in Quantum Financials

Customer Billing and Collections Overview

This month's focus is on the Customer Billing System (CBS) - a module within Quantum Financials used to bill external customers of the University for goods and services provided by UMB departments for non-sponsored activities. The CBS is overseen by the Office of the Controller, General Accounting and is to be used when the revenue received will be credited to a non-sponsored source. CBS policies, procedures, forms and training information can be found on the [General Accounting/ Customer Billing](#) webpage. Departments are responsible for using the CBS to create customer bills, send the bills to customers, and monitor and resolve issues related to open receivables. Departments do not receive revenue until the customer pays the bill. Bills not collected within 120 days are sent to the State Central Collections Unit (SCCU). The Collections Dashboard and the CBS Aging and Customer List reports, available within Quantum Financials, are tools departments should use to monitor collection activity.

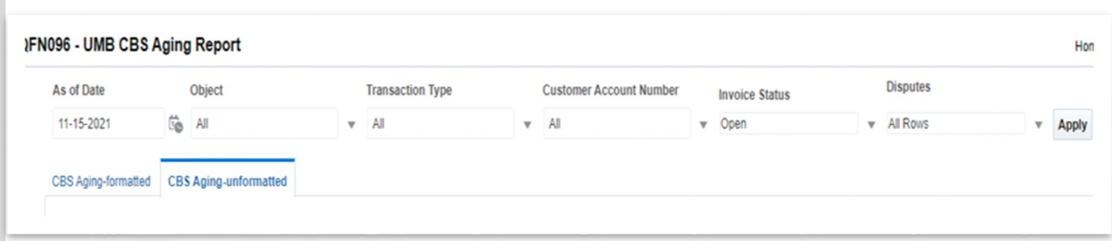
Using the Collections Dashboard

The Collections Dashboard, available by selecting the Quantum Financials Collections icon, should be used to assist departments with collections monitoring efforts. The dashboard provides a Delinquent Collections infotile that lists all department customers and the names of the assigned collectors. The default setting shows the total delinquent bills. You can drill on a customer and see the transactions, aging information, history, and billing notes.



Generating CBS Reports

The **QFN096 CBS Aging Report** is an Open Receivables report located on the QF Home Page under Campus Reports. To run this report, select your Department in the Transaction Type field and select object code 7132 for Department transactions. Run the Account Combo wide open with object code 7132. A [UPK tutorial](#) is available to walk users through how to run the report.



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The **CBS Aging-formatted** tab provides details of each customer bill along with a Department grand total for outstanding amounts.

CBS Aging-formatted

QFN096 Report - CBS Receivables Aging Report Tab

Transaction Type: **Department** | Account Combo: **7132-000-00000000-000000-00000000-000-00-00000-000**

Customer No	Customer Name	Bill To Site	Due Date	Bill Number	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+	Disp Code
Customer No	Customer Name	Bill To Site	Due Date	Bill Number	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+	Disp Code
CBS0003114	JOHNS HOPKINS SCHOOL OF MEDICINE	10417112-1037027	2021-09-10T00:00:00.000+00:00	2316012	5,000.00	5,000.00	0.00	0.00	0.00	0.00	5,000.00	0.00	0.00	0.00	CBS Hold For Investigation

	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+
JOHNS HOPKINS SCHOOL OF MEDICINE:	5,000.00	5,000.00	0.00	0.00	0.00	0.00	5,000.00	0.00	0.00	0.00

	Original Amount	Balance	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+
Department :	675,214.91	82,076.71	593,138.20	0.00	175.00	58,522.50	9,460.00	0.00	20.13	13,899.08

	Original Amount	Outstanding Amount	Payments	Current	1-30	31-60	61-90	91-120	121-180	181+
Grand Totals:	675,214.91	82,076.71	593,138.20	0.00	175.00	58,522.50	9,460.00	0.00	20.13	13,899.08

The **CBS Aging–unformatted** tab presents each outstanding receivable and is a tool to use for identifying remaining amounts due for each receivable

CBS Aging - unformatted

Customer Number	Bill To Site	Customer Name	Invoice Number	Transaction Type	Object	Due Date	Original Amount Due	Total Payments	Remaining Amount Due	Current	1-30	31-60	61-90	91-120	121-180	> 180	Dispute Code
CBS0003114	10417112-1037027	JOHNS HOPKINS SCHOOL OF MEDICINE	2316012		7132 - A/R- CBS Eumb	09/10/21	5,000.00	0.00	5,000.00	0.00	0.00	0.00	0.00	5,000.00	0.00	0.00	

The **QFN098 CBS Customer List** report can be used to see which customer/customer site belongs to your department. Search for a Customer name and the Site Profile Collector to narrow the results to your Department invoices. Two important fields in this report are Site Profile Collector – the person identified as responsible for collecting - and Billing Site – which is unique to each Customer address billed.

QFN098 CBS Customers List

Page 1

Customer Name contains [ ] Site Profile Collector --Select Value-- ▾ OK Reset ▾

Edit - Refresh - Copy

Managing CBS with Assigned Roles

The QF roles needed for the full functionality to create, save, and mail customer bills are Customer Billing Specialist and Accounts Receivable Inquiry, which are located on the QF User Authorization Form under Receivables. The Accounts Receivable Inquiry role alone will allow users to view Customer Billing data. The Customer Billing Collections Agent role, on the QF User Authorization Form under Collections, allows users to view Customer Billing account balances, create disputes, add notes to the customer record, and enter adjustment requests, which are reviewed and approved by a Central Office Collections Manager. Information about Quantum roles and accessing the online User Authorization Forms can be found on the Quantum [Training and Support](#) page.

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A New Three-Part Series for the Customer Billing & Collections Course

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The new Customer Billing & Collections course has been updated and divided into three parts to provide ample opportunity to explore system functionality and answer questions. The course descriptions are highlighted below. Each course has pre-requisites described in the course details on the Quantum Financials Calendar. To register for these classes, please follow the link to the Quantum Financials Calendar

Creating and Managing Customer Bills is the first course in the 3-part series on billing non-sponsored customers for goods and services provided by UMB. You will learn how to create and inquire on CBS bills in Quantum Financials. You'll also learn how to duplicate, reprint, edit, and delete bills.
Viewing and Collecting CBS Receivables is the 2nd course in the 3-part series. You will learn how to view uncollected Customer Billing Receivables in Quantum Financials. This includes how to review customer accounts, search for bills and receipts, create disputes, and generate aging reports.
Billing USM and UMB Foundations is the 3rd course in the 3-part series. You will learn how to create bills required for reimbursement from the University System of Maryland Foundation or the University of Maryland Baltimore Foundation.

Important Reminders

IMPORTANT

Quantum Financials Upgrade

The Quantum support team has been testing the November 2021 (21D) quarterly upgrade for Quantum Financials and is getting ready to update the production environment this weekend. The team has not identified any significant changes to the end user experience with this upgrade, but if you see something that looks inaccurate when using the system starting on November 20, please send that information, with a screen shot, to help@umaryland.edu so that it can be investigated. Remember to clear your browser cache before you sign in to Quantum Financials and Quantum Analytics after all upgrades so that any new features or fields will appear.

New Segments and SOAPF set up for November

New segments and SOAPF creations will not be created the week of November 22nd due to the Thanksgiving Holiday. Segments and SOAPF creation will resume the week of November 29th

Important Message from Disbursements

There have been recent staffing changes in Disbursements. Please visit the Disbursements Staff Directory to determine the appropriate person to contact for questions related to invoice processing or payments.

Quantum Analytics Notes

New Quantum Analytics WebEx Seminars and Workshops

Tips, Tricks & Troubleshooting for Sponsored Reporting

This workshop provides user-friendly tips, tricks, and techniques specifically for Sponsored Management reports in Quantum Analytics including: keyboard and mouse shortcuts; reducing report clutter; using report views and filters; drilling on column or row labels vs. drilling on numbers; report hyperlinks; learning resources, and more. We will also delve into troubleshooting techniques that will help you select, design, and leverage your Analytic reports for greater understanding.

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Remember

Clear Cache

This is especially important after quarterly upgrades and patches so that you can access the most up-to-date version of Quantum. The best practice suggestion is to clear your browser cache every day as part of signing into Quantum. Instructions can be found here.

Actuals & Encumbrances in Transaction Details Union Report

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This workshop introduces you to the broad range of reporting available in the Transaction Details Union report and the User Aid "Cheat Sheets" designed to speed your reporting. Learn how to run, save, and export transaction detail reports for Actuals, Encumbrances, and/or both, providing a greater understanding of the columns of data that appear in each report.

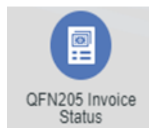
Quantum Analytics Coaching Sessions

This workshop offers 45 minute timeslots for individual or small group Quantum Analytics users to receive coaching and instruction on reports of their choosing. Using WebEx, users will share their screen to work on specific reports on which they would like assistance, and/or to discover new reports they have not yet tried. The focus will be on topic(s) that users bring to the session.

To schedule a time slot, please contact Buzz Merrick at bmerrick@umaryland.edu.

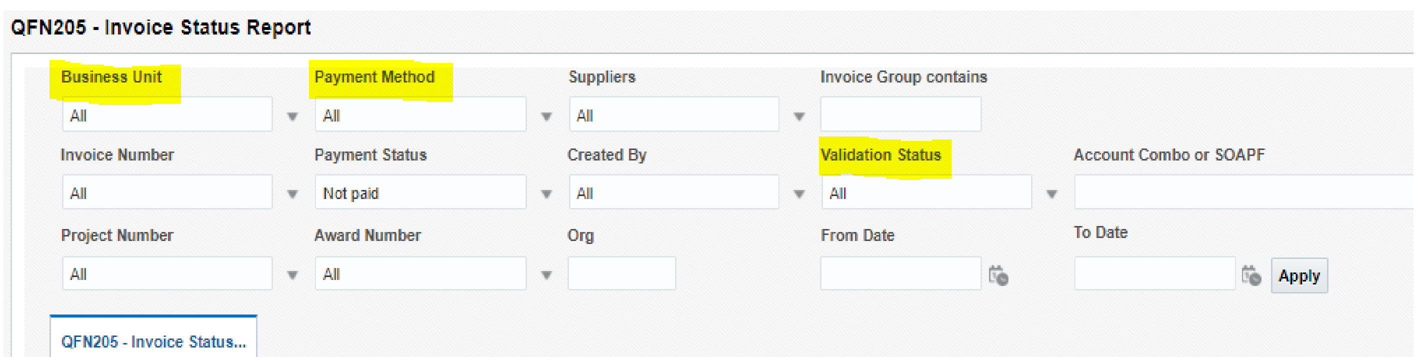
Quantum Financials Notes

Quantum Financials Campus Reports



QFN205 Invoice Status Report

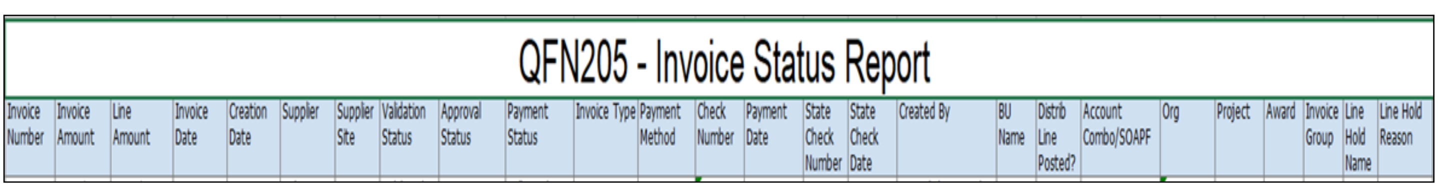
The QFN205 Invoice Status Report, located under the Campus Reports Icon on the Quantum Financials home page will allow end users to verify the approval and validation statuses for invoices and payments made to Suppliers. While parts of this information are available in various places such as Quantum Analytics - R50 Report and the Transaction Details Union Report, the QFN205 Invoice Status Report will now pull it all together with options for selecting parameters for Sponsored Projects, Account Combos, and SOAPF. Please refer to the UPK tutorial for assistance with how to run the report.



Information below illustrates the required match between the Business Unit and Payment Method, as well as Validation Status definitions.

Business Unit	Payment Method
UMB = Expenses	PCard, Debit Memos
NONPO	GWF, State Payment, STO-WIRE, RSTARS
SPON	Refunds
PO	State Payments

Validation Status	Definitions
Validated	Ready to be paid
Canceled	Invoice was canceled- will get reversed
Not Validated	Validation not attempted – Invoice not completed
Needs Revalidation	Hold placed on Invoice – needs to be corrected and Validated



Quantum Training Schedule

Quantum Financials classes are designed to introduce new users to the application, but current users are welcome to join any class for a refresher. The Quantum Training Team delivers classes over WebEx and has selected course content which can be delivered in 3 hours or less, including time for your questions. Register by 5 PM the day before the class to receive an email with instructions for joining your virtual class session. You can register either via the financial calendar or the training registration database.

The November/December Quantum Financials training classes include:

Quantum Financials Course Name	Date/Time
Using Debit Memos for Accounting Transfers	Thu, Nov 18 – 1:00 PM – 4:00 PM
Creating & Managing Customer Billing	Tue, Nov 30 – 1:00 PM – 3:00 PM
Viewing & Collecting CBS Receivables	Wed, Dec 1 – 1:00 PM – 2:00 PM
Billing USMF & UMBF Foundations	Wed, Dec 1 – 9:00 AM – 12:00 PM
Introduction to Quantum Financials	Mon, Dec 6 – 9:30 AM – 11:00 AM
Reallocating & Approving Procurement Card Transactions	Mon, Dec 6 – 1:00 PM – 3:30 PM
Receiving Orders	Tue, Dec 7 – 1:00 PM – 2:00 PM
Creating & Approving Requisitions	Wed, Dec 8 – 9:00 AM – 12:00 PM
Searching for NONPO Suppliers	Mon, Dec 13 – 9:00 AM – 10:30 AM
Using NONPO Invoices for Check Requests	Mon, Dec 13 – 1:00 PM – 4:00 PM
Creating & Managing Customer Billing	Tue, Dec 14 – 9:00 AM – 11:00 AM
Viewing & Collecting CBS Receivables	Tue, Dec 14 – 2:00 PM – 4:00 PM
Billing USMF & UMBF Foundations	Wed, Dec 15 – 9:00 AM – 11:00 AM
Using Debit Memos for Accounting Transfers	Thu, Dec 16 – 1:00 PM – 4:00 PM

Note: Searching for NONPO Suppliers is now a separate class and a pre-requisite for Using NONPO Invoices for Check Requests

Information on required training for each Quantum Financials role is available on the Quantum Training and Support page. If you need additional information on Quantum training, please email the Quantum Training Team at DL-BF Financial Systems. We're looking forward to seeing you soon!

The December Quantum Analytics classes include:

Quantum Analytics Course Name	Date/Time
Quantum Analytics Coaching Sessions	Fri, Dec 3 – 45-minute appointments
All Activities Management Dashboard	Tue, Dec 7 – 9:00 AM – 11:00 AM
Payroll Management Dashboard	Thu, Dec 9 – 9:00 AM – 11:00 AM
Sponsored Management Dashboard	Wed, Dec 15 - 9:00 AM – 11:00 AM
Tips, Tricks, & Troubleshooting for Sponsored Reporting	Thu, Dec 16 – 11:00 AM – 12:00 PM

Quantum Analytics classes do not require advance registration. You can access all the sessions using this log-in information:
https://umaryland.webex.com/join/bmerrick
Access code: 730 028 347   To phone in: 415-655-0001

Are you ready to share what you like about Quantum Analytics and which reports help you get your work done? The Quantum Training Team is always looking for new Analytics Showcase topics and presenters. Reach out to Buzz with your contact information at DL-BF Financial Systems.