



WISCONSIN DEPARTMENT OF ADMINISTRATION

Accounts Receivable Business Process – General Services Billing

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PURPOSE, STANDARDS, AND POLICY

Purpose

This document explains the key policies and procedures for General Services Billing (GSB). The items included will address receipt of bills/invoices, Payment Voucher approvals, as well as adjusting and approving General Ledger journal vouchers.

Process Standards

- STAR (PeopleSoft) is the Enterprise accounting system of record for all billed invoices and Accounts Receivable.
- DOA/DOAS billing cycles are run monthly.
- Interunit bills, bills between two agencies using STAR (e.g. DOA billing DCF) will be processed and paid in STAR.
- Intraunit bills, bills within a single agency (e.g. DOA/DFM billing DOA/DOAS) will be processed in STAR.
- Invoices to a customer not using STAR (e.g. DOA billing UW, DOA billing a private entity) will be created in STAR and paid by the customer outside of STAR.
- GSB invoices will be billed by STAR customer location (PFR).

IMPORTANT: Review use code validation reports weekly. Update and maintain valid use codes in order to reduce errors on general ledger journal vouchers. See [DOA Use Code Policy](http://www.doa.state.wi.us/divisions/administrative-services/bureau-of-financial-management) (<http://www.doa.state.wi.us/divisions/administrative-services/bureau-of-financial-management>).

DOAS GSB Policy

Questions about GSB policy/procedures should be emailed to the [DOAS Accounts Receivable inbox \(DOADOASARbilling@wi.gov\)](mailto:DOADOASARbilling@wi.gov).

1. The GSB will create a monthly agency invoice within STAR. The invoice will be sent to the billed agency. For interunit billing agencies, a Payment Voucher will be created, charging the agency default billing code. A General Ledger (GL) journal voucher will then be created, crediting the Payment Voucher transaction and debiting the correct billable ChartField string.
2. GSB Payment Vouchers must be approved/paid for the full amount of the invoice. The Payment Voucher should not be adjusted or modified in STAR. Budget check or recycle errors may need to be addressed.
3. Contact the Service Billing Area for credits and/or adjustments. See the [GSB Contact List \(http://www.doa.state.wi.us/Documents/DOAS/Financial%20Management/GSBContactList.pdf\)](http://www.doa.state.wi.us/Documents/DOAS/Financial%20Management/GSBContactList.pdf).
4. GSB invoices and payment vouchers cannot reference purchase orders in STAR.
5. Point of Fiscal Responsibility (PFR) use codes without valid STAR coding will be charged to the agency default billing code. Invalid ChartFields will not allow the STAR GL journal vouchers to load during the interface cycle. Use codes with invalid ChartFields will use the agency default billing code when the STAR GL Journal Vouchers are created. Invalid ChartFields include: exceeding the maximum STAR field length, invalid Business Unit and blank Department ID. Agencies will be responsible for correcting these transactions.
6. Please refer to the [Wisconsin Accounting Manual \(http://www.doa.state.wi.us/Divisions/Budget-and-Finance/DEBF-Information-for-State-Agencies/Wisconsin-Accounting-Manual/\)](http://www.doa.state.wi.us/Divisions/Budget-and-Finance/DEBF-Information-for-State-Agencies/Wisconsin-Accounting-Manual/), Section 07, for additional Accounts Receivable information and requirements.

Procedural Steps for GSB interunit billing – billing between Agencies

1. See STAR Job Aids on [STAR Connection \(http://starconnection.wi.gov/Home\)](http://starconnection.wi.gov/Home) for information regarding:
 - a. General Voucher Processing
 - b. Interunit Billing
 - c. Enter and Process Journals
2. Customer agency will receive monthly General Service invoice by mail along with associated backup documentation.
3. Customer agency will receive Accounts Payable Payment Voucher in STAR. Payment Voucher can be located on the worklist or via Payment Voucher search using Supplier ID INTER50500.
 - a. Main Menu > Accounts Payable > Vouchers > Add/Update > Regular Entry
4. On Summary tab, clicking on “Billing Invoice” link will bring up information related to invoice, including invoice number.
5. GSB Payment Voucher should be approved as loaded, no changes to be made to amount or default coding.
6. Customer agency will receive monthly General Ledger journal voucher associated with general service invoice.
7. General Ledger journal voucher can be located by journal entry search using the following navigation:

- a. Main Menu > General Ledger > Journals > Journal Entry > Create > Update Journal Entries
 - b. Key in Business Unit, Line Business Unit, Source GSB
8. Customer agency will correct errors and approve journal voucher.

REFERENCE MATERIALS

Forms

1. [STAR Customer Use Code Data Collection form \(DOA-5273\)](#). Use this when submitting new or changed use codes. Use code updates should be sent via email to the [DOAS Accounts Receivable inbox \(DOADOASARbilling@wi.gov\)](#).

Job Aids

See [STAR Connection](#) for STAR Job Aids as they come available.

1. STAR Job Aid located on STAR Connection: General Voucher Processing
2. STAR Job Aid located on STAR Connection: Interunit Billing
3. STAR Job Aid located on STAR Connection: Enter and Process Journals

Glossary of Terms

1. Interunit bills are bills sent between agencies using STAR (e.g. DOA billing DCF).
2. Intraunit bills are bills within a single agency (e.g. DOA/DFM billing DOA/DOAS).
3. External customers do not utilize the STAR system to make payments.
4. Interunit and Intraunit customers will have alpha numeric customer ID # with a prefix of "INTER" followed by the General Ledger Business Unit (Agency # with two zeros). Example: INTER50500 = DOA.
5. External customers will have numeric customer ID #. PFR is the customer identifier in DOA's Legacy billing system. PFR is cross walked to a customer location number in STAR.

FAQ's

As questions arise after Go Live, this section will be further populated.

1. Q. Will an agency receive a separate invoice for each Legacy PFR code?

A. Yes, a separate invoice will be generated for each Legacy PFR code. Invoices will be processed by customer location number.