

Symposium for Research Administrators - September 26, 2018 - UW-Madison

Five Things Post-Award Research Administrators Will Want to Know About Sponsor Invoice Collections

Learning Objectives:

 Tackle some related accounting concepts: Revenue, Accrual-Basis Accounting, and Accounts Receivable

> Contract => Budget Expenses => Revenue Invoices => Accounts Receivable Payment => Reduces the A/R (Revenue ≠ Cash)

- 2. Learn about the lifecycle of an invoice and the role of the Revenue Management Team in following up on outstanding payments
- 3. Discuss the role of the division/deans offices and some procedures that can be implemented to reduce financial risk
- 4. Explore division dashboard tools and WISDM/WISER for information about sponsored project invoices and payments

SPAR Report WISDM (handout) WISER (handout)

5. Gain insight into helpful communications between the Revenue Management Team and departments or deans offices



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Five Things Post-Award Research Administrators Will Want to Know About Sponsor Invoice Collections

Contacts:

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Favorite quote: "Superior infrastructure makes for richer [science]." - paraphrasing Bryson's "Thunderbolt Kid"

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Favorite quote: "I'm a Research Administrator. What's your Superpower?"

Some Resources:

Revenue Management Team - General email: <u>rsp_revenue@rsp.wisc.edu</u> - <u>https://www.rsp.wisc.edu/awardmgt/</u> and scroll to the bottom of the page

Notice of Financial Responsibility for Uncollectible Costs on Extramural Projects - https://www.rsp.wisc.edu/chap4/rn/rn11-2.html

Search for upcoming training on "WISDM for Grants Management" or "WISER for Grants Management" - https://www.talent.wisc.edu/Catalog/Default.aspx

If you receive a check from a sponsor in payment of a research project - https://www.rsp.wisc.edu/routing/checks.cfm

RESEARCH & SPONSORED PROGRAMS ACCOUNTS RECEIVABLE COLLECTIONS CYCLE

Invoice Aging begins when the invoice is transmitted from the RSP Accountant to the sponsor. Collection Notices commence if the invoice has not been paid after 74 days have passed.

Level 1 75-104 Days Past Due

- Level 1 (Second Request) letter and copy of the invoice(s) are sent to sponsor
- Sponsor is given 30 days to respond to this request

Level 2 105-134 Days Past Due

- Level 2 (Third Request) notice and copy of the invoice(s) are sent to sponsor
- Sent 30 days after Level 1 request is sent to sponsor and no response
- The PI, Dean's Office/Director, and Dept. Administrator are notified

Level 3 135-164 Days Past Due

- Level 3 (Final Request) notice, copy of the invoice(s), the agreement and any mods, and copies of the Level 1 & 2 notices are sent to the sponsor
- Sent 30 days after Level 2 request is sent to sponsor and no response
- The PI, Dean's Office/Director, and Dept. Administrator are notified

Level 4 165+ Days Past Due

- Level 4 (Collection Notice) letter and copy of the invoice(s) are sent to the sponsor
- Sent 30 days after Level 3 request is sent to sponsor and no response
- Sponsor is given 10 days to respond to letter to avoid legal action
- The PI, Dean's Office/Director, and Dept. Administrator are notified

Level 5

 RSP, Department Admin, Dean's Office, PI discuss to determine next steps and course of action (i.e. UW Legal, Collection Agency, departmental coverage of uncollectible expenses) This page intentionally left blank.

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Version date: 5/17/17

College of Engineering

Policy and Procedures for Reducing Financial Risks Associated with **Extramural Research Projects**

The University of Wisconsin-Madison's long-standing policy on fiscal responsibility and accountability (see Research and Sponsored Programs (RSP) Notice 2011-2: https://www.rsp.wisc.edu/chap4/rn/rn11-2.html) asserts that the financial liability associated with delinquent payments from sponsors of extramural research projects led by College of Engineering Principal Investigators rests within the College of Engineering (CoE). In the recent past, CoE departments have incurred significant costs resulting from unpaid invoices on a few extramural research projects. For as long as the RSP policy remains in effect, CoE departments will continue to be financially responsible for covering expenditures linked to unpaid invoices. While the rate of occurrence of delinquent or uncollectable payments is low, the financial burden of even a few unpaid invoices is serious enough to warrant the introduction of a few measures to better protect CoE departments from the risk of delinquent payments on extramural research projects.

The policy and procedures that follow have been introduced by the CoE Office of Research in consultation with CoE department chairs. These interventions have been specifically designed to reduce financial risk without discouraging sponsors from entering into contractual agreements with the UW-Madison. Departments are welcome to adopt stricter policies/procedures to accompany these College-wide interventions.

RECOMMENDED FOR ADOPTION:

Chair, Leadership Counci

May 23, 2017 Date

Chair, Academic Planning Council

ADOPTED:

Dean, College of Engineering

Version date: 5/17/17

The reduction of financial risk requires assessment, monitoring, and intervention by the CoE Research Services Team in close collaboration with CoE Principal Investigators, Department Chairs, and Department Administrators.

Pre-Award Interventions

Preferred payment schedules

The default payment schedule on extramural research contracts within the CoE will be advance fixed-price payments (in full, quarterly, or using the 60/30/10 model), with monthly cost-reimbursable payments being the second preference. Payment schedules dependent upon deliverables/milestones will be discouraged but not prohibited.

Assessment of risk factors

The CoE Research Services Team (Pre-Award) will conduct a financial risk analysis of a sponsor at the time of award. CoE Research Services (Post-Award) will maintain a list of entities that have a history of delinquent payments to the University. If a sponsor is on this "Identified Financial Risk List", Research Services will automatically send an email to the PI and Department Administrator recommending increased financial monitoring on the research project.

For those sponsors not on the Identified Financial Risk List, a variety of risk factors will be used to determine whether department/PI notification is warranted at the time of the award. PIs and/or department staff may wish to more closely monitor expenditures on such projects. Examples are provided below:

Risk factor	Lower risk	Higher risk
Size of entity*	Large company	Small company
Prior history with UW	On-time payments on past contract(s)	Late payments on past contract(s)
		No payment history
Terms of the contract	Advanced fixed-price payments	Cost-reimbursable payments or other terms

^{*}Large companies usually have a regular revenue stream that provides a reasonable degree of financial stability. Small companies (i.e. those with fewer than 500 employees, according to the U.S. Small Business Administration) may have a less stable revenue stream and greater financial volatility.

Post-Award Interventions

For reference, we provide a summary below of RSP's actions on aging invoices. Invoice aging begins when RSP issues the first invoice.

# days after invoice is generated	Action
75	RSP sends a Level 1 Collection (invoice is sent for the 2 nd time) to the sponsor.
105	RSP sends a Level 2 Collection (invoice is sent for the 3 rd time) to the sponsor.
135	RSP sends a Level 3 Collection (invoice is sent for the 4 th and final time) to the sponsor.

CoE Course of Action on Aging Invoices

CoE Research Services (Post-Award) will generate and distribute an Aging Accounts Receivable Report to CoE Departments on a <u>monthly basis</u>. This report will identify all unpaid invoices for sponsored awards and the number of days an invoice is outstanding. At any point in time, the Department Chair may choose to require backup funding from the PI in order to reduce the Department's financial risk while permitting continued spending on a project with an unpaid invoice.

# days after invoice is generated	Action**			
75	CoE Research Services Team (Post-Award) will consult with the PI and Department Administration regarding a plan of action. The department may choose at this point in time to require backup funding from the PI to continue to allow spending on the account. Alternatively, the department may choose to put the account on hold until the invoice has been paid.			
105	CoE Research Services Team (Post-Award) will again consult with the PI and Department Administration. At this stage, backup funding is required from the PI in order to continue to spend on the account; otherwise, the account is put on hold until the invoice has been paid.			

^{**}This policy only applies to projects with a cumulative outstanding invoice total of >\$10,000. Course of action will default to the oldest invoice if there are multiple unpaid invoices with a cumulative total >\$10,000. Departments may choose to set a different threshold, either in terms of a fixed dollar amount or in terms of a fixed percentage of the total project budget, and communicate those preferences to the CoE Assistant Dean for Research Administration.

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RESEARCH & SPONSORED PROGRAMS ACCOUNTS RECEIVABLE AGING STATUSES

Statuses Requiring Department Action

Cost Transfer: A cost transfer which will resolve the outstanding receivable or credit is needed or pending. Action may be required by the department to initiate cost transfers.

Dept (Department): A RSP Collections Analyst or Post Award Accountant is working with a Departmental Administrator to resolve the outstanding receivable. The status may be used when a Collection Analyst is waiting for a response from a Departmental Administrator for reasons such as a pending progress report, technical report, other deliverable, or supporting documentation needed by the sponsor to pay an invoice. Action is required by the department.

Uncollectible: An invoice cannot be collected due to reasons such as sponsor bankruptcy, or UW or PI failure to meet the deadlines and/or deliverables of an agreement. The division / department is responsible for covering this amount according to RSP Notice 2011-2. Action is required by the department to initiate cost transfers to remove uncollectible expenditures.

Notable Statuses for Department Review

The following actions can be helpful for items in these statuses:

- Let RSP know if there have been any delays or issues with deliverables, progress reports or technical reports that may be required before the sponsor will issue payments.
- Take action to address any problems with deliverables, progress or technical reports that the sponsor has raised in order to permit payments to be made.
- Keep RSP informed of any financial/administration point of contact changes within the Sponsors organization you become aware of.
- Use connections with the sponsor to help encourage prompt payment of past due invoices.

Collection – Level 1: A Second Request for Payment has been sent to the sponsor by the Collection Team to collect on a past due invoice.

Collection – Level 2: A Third Request for Payment has been sent to the sponsor by the Collection Team to collect on a past due invoice. This status may require action or information from the PI or Departmental Administrator to help collect payment.

Collection – Level 3: A Final Request for Payment has been sent to the sponsor by the Collection Team to collect on a past due invoice. This status may require action or information from the PI or Departmental Administrator to help collect payment.

Collection – Level 4: A Collections Notice has been sent to the sponsor by the Collection Team to collect on a past due invoice. The sponsor is given 10 days to respond to avoid legal action.

RESEARCH & SPONSORED PROGRAMS ACCOUNTS RECEIVABLE AGING STATUSES

Doubtful: The receivable has progressed through Collection – Level 4 and the amount due or circumstances are such that UW Legal has not picked up the case. The receivable has not yet been declared Uncollectible, there is still a slight hope of receiving payment.

Payment Installment Plan: The sponsor has made arrangements to send payments based on a payment schedule agreed upon by both the sponsor and UW. When using this status, an agreement stipulating the payment schedule is signed by both the sponsor and UW. The affected department or Dean's office will be consulted prior to entering into an installment plan with the sponsor.

Sponsor: An RSP Collections Analyst or Post Award Accountant is working with the sponsor to resolve the outstanding receivable and is waiting for a response from the sponsor. This status may be used in place of Collection Level 1 when the Collections Team has sent e-mailed past due notices to Federal, State Agency or University contacts instead of sending a formal Collection Notice.

UW Legal: This status is used when a breach of an agreement is believed to have occurred between the sponsor and UW. UW Legal is involved and may take action such as filing a claim with the Attorney General's Office to collect payment from the sponsor, or may include sending a letter (on UW Legal letterhead) directly to the sponsor requesting payment.

Statuses Requiring RSP Action

Accountant: A RSP Accountant is working with the sponsor, PI, or a Departmental Administrator to resolve issues related to an invoice. This status may be used when invoice revision or other accounting documentation is needed by the sponsor to pay an invoice. It may be used in cases where only the RSP Post Award Accountant communicates with a sponsor and the Collection Team is not involved.

Adjust at Close: A RSP Accountant will resolve the receivable or credit balance with an F&A adjustment, Prepaid line modification, or other offset at close. This status is commonly used for State Agency Community Aids Reporting System (CARS) invoices that are rounded and invoices where the payment has been reduced by wire transfer fees. No payment is due from the sponsor.

Offset: This is an item that should clear off of the AR report in the following month when debit and credit balances from multiple items from the same contract net to \$0 and are closed by the RSP Revenue Management Team.

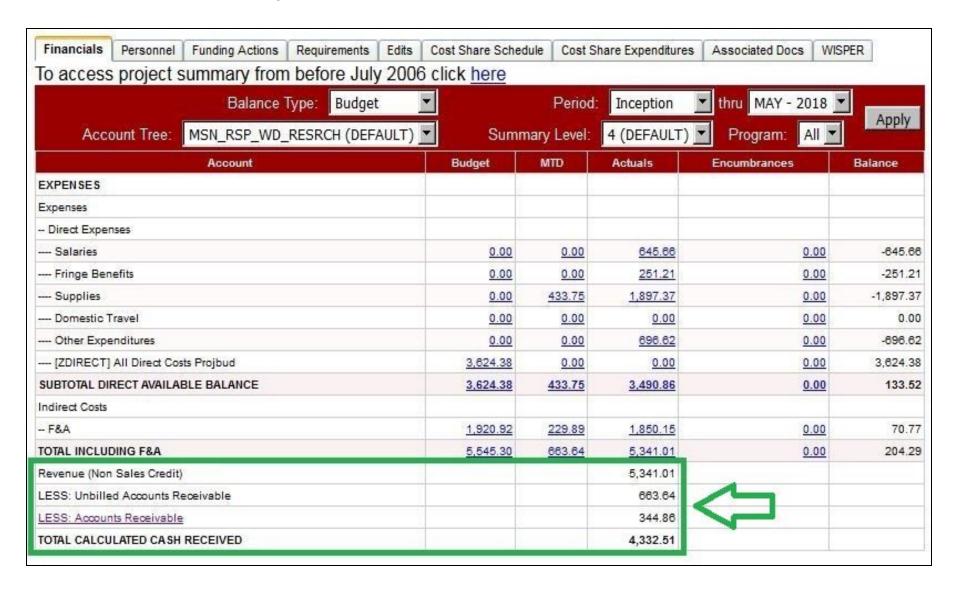
Other: This status is used for miscellaneous reasons. It can be used when there is a delay in sending an invoice to the sponsor or there are other reasons for delay in payment not related to other categories.

Refund Requested: A refund is due to the sponsor.

Utilization Error: The receivable item was created by the as-incurred bill plan of a Prepaid or Scheduled Contract after the Prepaid line has been fully utilized. The eRA team monitors this type of condition and is responsible for completing the procedures to resolve.

Sponsor: An RSP Collections Analyst or Post Award Accountant is working with the sponsor to resolve the outstanding receivable and is waiting for a response from the sponsor. This status may be used in place of Collection Level 1 when the Collections Team has sent e-mailed past due notices to Federal, State Agency or University contacts instead of sending a formal Collection Notice.

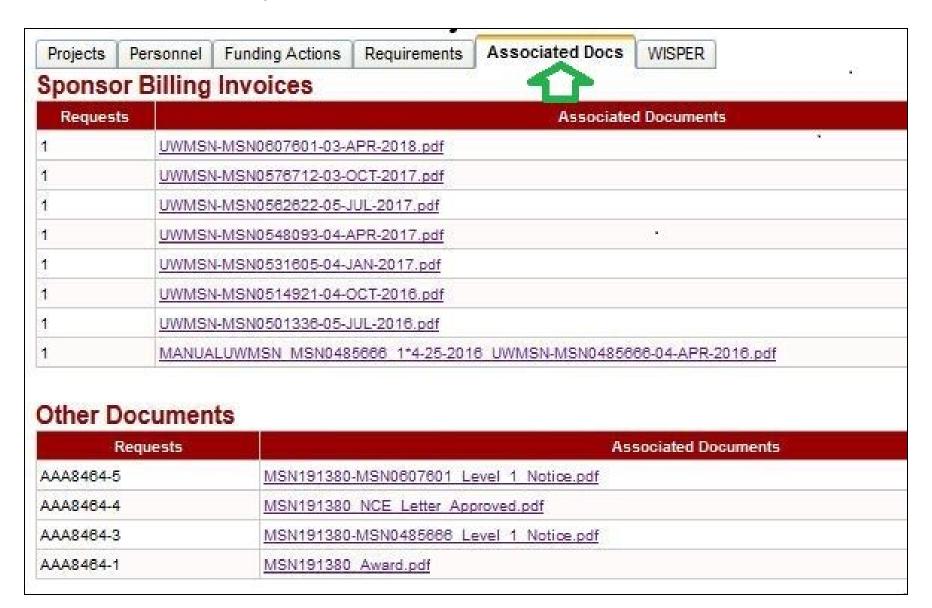
WISDM Cost-Reimbursable Example:



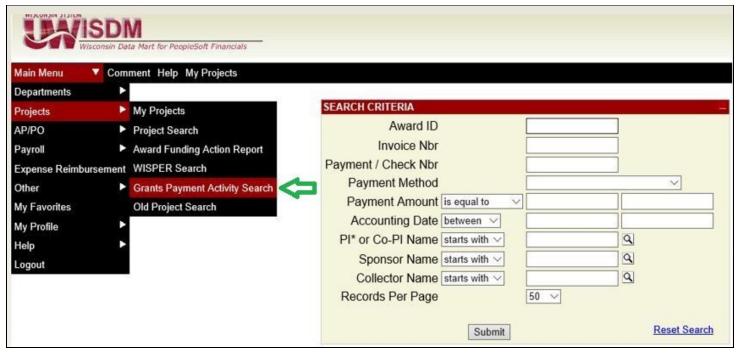
WISDM Cost-Reimbursable Example - Accounts Receivable:

Invoice ID	Entry Type	Status	Amount	Balance	Accounting Date	Due Date	Last Activity	Dispute Status	Dispute Date	<u>Collector</u>
MSN0485666	Invoice (IN)	Closed (C)	248.24	0.00	4/4/2016	5/4/2016	9/19/2016			Angela Stenli (RSPBS21)
MSN0501336	Invoice (IN)	Closed (C)	827.51	0.00	7/5/2016	8/4/2016	7/26/2016			Angela Stenli (RSPBS21)
MSN0514921	Invoice (IN)	Closed (C)	564.71	0.00	10/4/2016	11/3/2016	11/3/2016			Angela Stenli (RSPBS21)
MSN0531605	Invoice (IN)	Closed (C)	1,448.73	0.00	1/4/2017	2/3/2017	1/17/2017			Angela Stenli (RSPBS21)
MSN0548093	Invoice (IN)	Closed (C)	270.53	0.00	4/4/2017	5/4/2017	4/27/2017			Angela Stenli (RSPBS21)
MSN0562622	Invoice (IN)	Closed (C)	574.99	0.00	7/5/2017	8/4/2017	7/26/2017			Angela Stenli (RSPBS21)
MSN0576712	Invoice (IN)	Closed (C)	397.80	0.00	10/3/2017	11/2/2017	10/16/2017			Angela Stenli (RSPBS21)
MSN0607601	Invoice (IN)	Open (O)	344.86	344.86	4/3/2018	5/3/2018	4/3/2018			Angela Stenli (RSPBS21)

WISDM Cost-Reimbursable Example - Associated Docs:

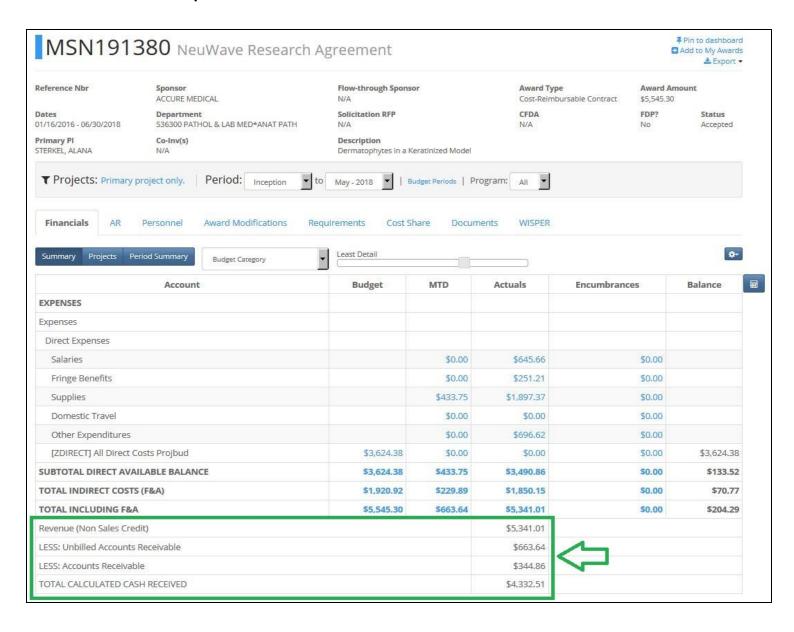


WISDM Example - Grants Payment Activity Search (both Cost Reimbursable and Fixed Price):



Payment ID	Payment Amt	Award ID	Invoice ID	Sponsor Name
3005	-827.51	MSN191380	MSN0501338	ACCURE MEDICAL
3006	-248.24	MSN191380	MSN0485686	ACCURE MEDICAL
3008	-564.71	MSN191380	MSN0514921	ACCURE MEDICAL
3010	-1,448.73	MSN191380	MSN0531605	ACCURE MEDICAL
3015	-270.53	MSN191380	MSN0548093	ACCURE MEDICAL
3016	-574.99	MSN191380	MSN0562622	ACCURE MEDICAL
3017	-397.80	MSN191380	MSN0576712	ACCURE MEDICAL

WISER Cost-Reimbursable Example:



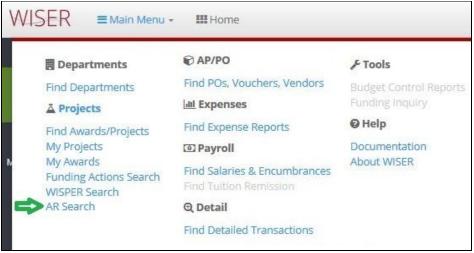
WISER Example - Accounts Receivable:

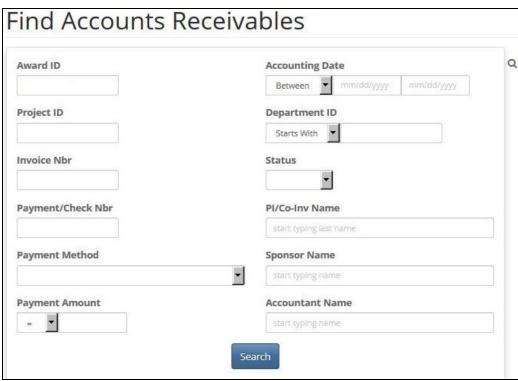


WISER Example - Associated Docs:

		_			
por	nsor Billing Invoices	T			
	Document	Reques	ts	Uploaded At	
	UWMSN-MSN0607601-03-APR-2018.pdf	1		04/04/2018 1:55 am	
	UWMSN-MSN0576712-03-OCT-2017.pdf	1		10/04/2017 12:47 am	
	UWM5N-MSN0562622-05-JUL-2017.pdf	1		07/06/2017 1:59 am	
D	UWMSN-MSN0548093-04-APR-2017.pdf	1		04/05/2017 2:02 am	
	UWMSN-MSN0531605-04-JAN-2017.pdf	1		01/06/2017 12:29 am	
	UWMSN-MSN0514921-04-DCT-2016.pdf	1		10/05/2016 1:07 am	
D	UWMSN-MSN0501336-05-JUL-2016.pdf	t		07/06/2016 12:56 am	
D	UWMSN-MSN0485666-04-APR-2016.pdf	1		04/25/2016 11:39 am	
	Available award documents are listed below under "Other Documents". After 1/1. rd Documents: MSN191380	/2015, some can be found I	by following the link u	inder "Award Documents".	
	er Documents		•		
Othe	Document	Project ID	Requests	Uploaded At	
Othe	Document MSN191380-MSN0607601_Level_1_Notice.pdf	AAA8464	5	06/27/2018 1:48 pm	
Othe	Document MSN191380-MSN0607601_Level_1_Notice.pdf MSN191380_NCE_Letter_Approved.pdf	AAA8464 AAA8464	NO. 10 E 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	06/27/2018 1:48 pm 06/23/2017 1:53 pm	
Othe	Document MSN191380-MSN0607601_Level_1_Notice.pdf	AAA8464	5	06/27/2018 1:48 pm	

WISER Example - Accounts Receivable Search:





WISER Example - Accounts Receivable Search Results:

