

## ***Contacting Us...***

*Please contact us at the following numbers for any services, assistance, or consultation that we can provide you:*

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### **Collections**

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### **Customer Database Administrator & Cash Applications**

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### **Accountant**

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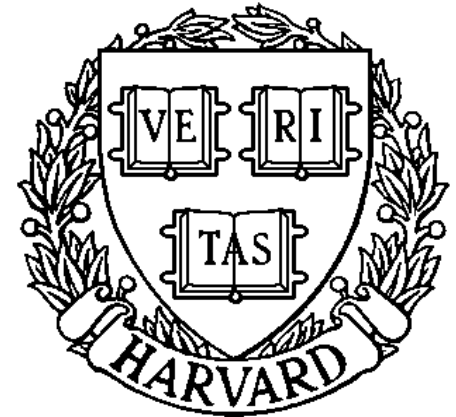
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Harvard University  
Central Accounts Receivable  
1033 Massachusetts Avenue  
2<sup>nd</sup> Floor  
Cambridge, MA 02138

*Harvard University*

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***Central Accounts Receivable***



*"We Make A Statement..."*

1033 Massachusetts Avenue-2<sup>nd</sup> Floor  
Cambridge, MA 02138  
Main: 617-495-3787  
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The Central Accounts Receivable Department provides a web-based billing and collection system for local units billing external customers\*.

Oracle Receivables is part of the Oracle Financial package, which includes General Ledger, Accounts Payable/Web Voucher and Budget Tool.

AR currently supports over 100 local billing units.

A sampling of users of Oracle Accounts Receivable includes:

- HMS-IT-Microcomputer Support
- Harvard University Libraries - fines, lost books and interlibrary loan fees
- Student Employment Office - student salaries
- Police and Security - security details
- Art Museums - space rental and conservation services
- Molecular and Cellular Biology - lab analysis services
- UIS - copier rental and telephone services
- Harvard Dining Services - catering charges
- HMS Financial Operations & Analysis – rent

\* External customers include Harvard-affiliated individuals who pay for services using their own funds, rather than those of the University, when purchasing goods or services from Harvard.

## BENEFITS OF USING CENTRAL AR

- ✓ Income credited immediately
- ✓ Systematic tracking of AR allows control of receivables, minimizing possibility of lost revenue
- ✓ All AR transactions posted to the General Ledger daily
- ✓ Oracle Receivables offers “real-time” accessibility to receivables information, including current and historical data
- ✓ On-line recording of collection calls
- ✓ Central AR collection services for aggregate account balances over \$1,000 and more than 60 days old
- ✓ Convenience of payroll deduction for customers on University payroll
- ✓ Invoices and statements mailed by Central AR
- ✓ Ability to generate duplicate invoices copies at local unit via CREW
- ✓ Customer database maintenance, updates, and research service
- ✓ Nine AR reports available in CREW for tracking, analyzing, and reporting on your receivables as well as managing collections

## CURRENT POLICIES

- ❖ Invoices are written off to bad debt expense when they become 270 days old.
- ❖ Training is required for individuals who are assigned AR responsibilities, such as collections and invoicing.
- ❖ Each tub with a receivables balance is required to carry a reserve based on their bad debt experience for the previous three years.

Check Local Unit Handbook for further details.

## USER SUPPORT

- On-line forms and detailed instructions available on ABLE website at:  
[http://able.harvard.edu/ar/ar\\_index.shtml](http://able.harvard.edu/ar/ar_index.shtml)
- Two training courses: 1) Creating Invoices and Answering Customer Questions and 2) Collecting Accounts Receivable
- Training available at users desktop
- Dedicated telephone assistance for users
- On-site assistance available by appointment from Central AR
- Additional information available on-line at:  
<http://vpfweb.harvard.edu/ofs/ar/index.shtml>
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Please call AR to have this information presented to interested departments.