

An illustration of a person in a blue suit and yellow helmet climbing a dark blue mountain peak. The climber is carrying a green backpack and using a brown climbing stick. The background features a large yellow sun, white clouds, and blue hills.

Accounts Receivable

CURRENT STATE

Agencies have different and non-standard methods for entering customers and booking receivables, some utilizing STARS and others only reconciling with STARS.

FUTURE STATE

Agencies across the state will utilize a standard system and processes for conducting Accounts Receivable.

Statewide Customer List

CURRENT STATE

Many agencies currently manage customers within their own system; when an agency submits a request, it is not vetted by SCO.

FUTURE STATE

Customer requests will be vetted and require approval and set up by SCO. The vetting process is mainly focused on eliminating statewide duplicate customers.

Invoice Appearance

CURRENT STATE

Agencies have different processes for creating and storing invoices, such as in Word and Excel.

FUTURE STATE

The invoice appearance will be standardized across the state to a degree and will be maintained and stored in Luma. This will allow for easy access for those who have permission to view them.

CURRENT STATE

Periodically, agencies must run aging reports or manually determine where to apply the customer payment.

FUTURE STATE

When agencies create accounts receivable payment batches to record cash receipts, the payment application function in Luma provides a listing of open accounts receivable invoices that can be selected.

BENEFITS

- ★ Luma will reduce duplicate customers statewide.
- ★ Luma allows for agency specific configuration on payment terms, billing, dunning, contacts, etc.
- ★ Luma will increase your agency's visibility into reports and data, which allows for better management of accounts receivable.
- ★ Luma will centralize and maintain full customer information.
- ★ Luma provides powerful query capabilities and functionalities (e.g., search and filter) allowing your agency to access information through one, centralized location.
- ★ Luma will allow your agency to run late fees and process discounts within the system with additional set up.
- ★ The year-end ACFR closing package will be completed by one statewide team, eliminating the task for each agency.

RECOMMENDATION



Agencies need to review their open Accounts Receivable and collect anything outstanding to ensure uncollectible Accounts Receivable are not loaded into Luma.