# Workday's Approach to Customer Accounts

With Workday, several Customer Account processes will become more efficient. Below is an overview of some of the upcoming changes coming in Workday.

**What's Changing?**

- **Auxiliary Team** – Currently, BSU and CSU's Auxiliary teams do not use the AR module system; Auxiliary and customer billing are separate and originate from different systems.
  - **Workday Enhancement:** The Auxiliary team will now utilize Workday's AR module, streamlining auxiliary and customer billing within the same module. This unified process in Workday involves changes in how information is sent, reducing the need for extensive report manipulation.
- **Foundation Billing** – At SU and BSU foundation billing currently is done very manually on spreadsheets. FSU, CSU, and UBalt currently bills the foundation via PeopleSoft.
  - **Workday Enhancement:** Future-state foundation billing for all institutions will shift to external billing processes. In Workday, revenue categories will map to an expense ledger account or a revenue ledger account. Invoices that are created in Workday will automatically create the journal behind the scenes.
- **Interest and Late Fees** – FSU currently does not administer interest or late fees.
  - **Workday Enhancement:** Workday will introduce the use of interest and late fees for all institutions, aligning with State of Maryland guidelines. This marks a departure from the current FSU practice.
- **Customers and Sponsors** – In the legacy system, customers and sponsors share no distinct difference in the current billing system.
  - **Workday Enhancement:** In Workday, all customers will require (CST) at the end of the customer's name. Sponsors won't have a specific designation. Condition rules and validations are implemented to ensure accurate selection of sponsors or customers. Workday will now allow customers and sponsors to share the same business object.
- **Customer Payments** – The current process is manual for customer payments. This process can allow payments to be missed because payments can go into a clearing account. If the paperwork isn't sent to the current person, it has to wait to be uncovered during reconciliation.
  - **Workday Enhancement:** Workday automates the process by having customer payments automatically imported from the cashiering system (e.g. Zipkin). This integration covers payments made by check, cash, or credit card, ensuring automatic transfer to RSTARs.
- **Customer Access** – Currently, customers are not shared across institutions.
  - **Workday Enhancement:** Workday facilitates the sharing of all customers across institutions, providing centralized access. This change allows for seamless collaboration and access among all institutions.

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