

FIN.SOP.IV.023
Award Amounts Receivable -
Tracking and entering
comments in GSM
FNM/ACT

FNM Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

1. INTRODUCTION

1.1. Overview/Description

This instruction provides guidance on the review and tracking of amounts receivable and the entry and update of comments in GSM supporting those amounts receivable.

These procedures are directed to Budget Finance Officer (BFO) in Regional Offices and Management Officers/Finance Officers in Clusters who are responsible for overseeing amounts receivables for their region/cluster.

1.2. General Guidance / Business Rules

All awards created before the cash is received are supported by a signed donor agreement committing the funds to WHO. For these cases, an amount receivable is set up and the collection of the cash is the responsibility of the Award Manager. The invoice for the outstanding amount is created with Payment Terms (PT) showing the due dates for the receipt of future funding instalments.

Overdue and questionable receivables represent a risk to the organization as activities may continue and expenditures exceed final funds received.

ACT/Awards oversees amounts receivable and provides summary reports to track receivables, including the aging of those receivables. AR information is also included in the management dashboard. AR reports are circulated to HQ Award Managers, Regional Budget and Finance Officers and HQ Management Officers on a monthly basis. (FIN.SOP.IV.022 Award Amounts Receivable - Monthly Reporting and Management). Within Headquarters, follow up of receivables and update of comments is completed by ACT / Awards and GSC / AWC based on information received from Management Officers/Finance Officers and Award Managers. The BFO reviews receivables for their region and ensures that comments on the status of collection of the amount receivables are entered and up to date in GSM. Any changes to payment terms as a result of a no cost extension or update of the payment schedule are forwarded to awards for processing as an Administrative Amendment.

This SOP deals specifically with the review undertaken by ACT via clusters and regions to ensure that amounts receivable are accurate and that payment terms are correct. Under IPSAS 23 – Revenue from Non-exchange transactions, WHO recognizes revenue due in future periods as ‘Not Yet Due’. At period end and for Financial Reporting, entries are made to transfer revenue that is not yet due to ‘deferred revenue. Therefore correct entry of payment terms in accordance with the signed agreement and any amendments is critical.

1.3. Reference Material

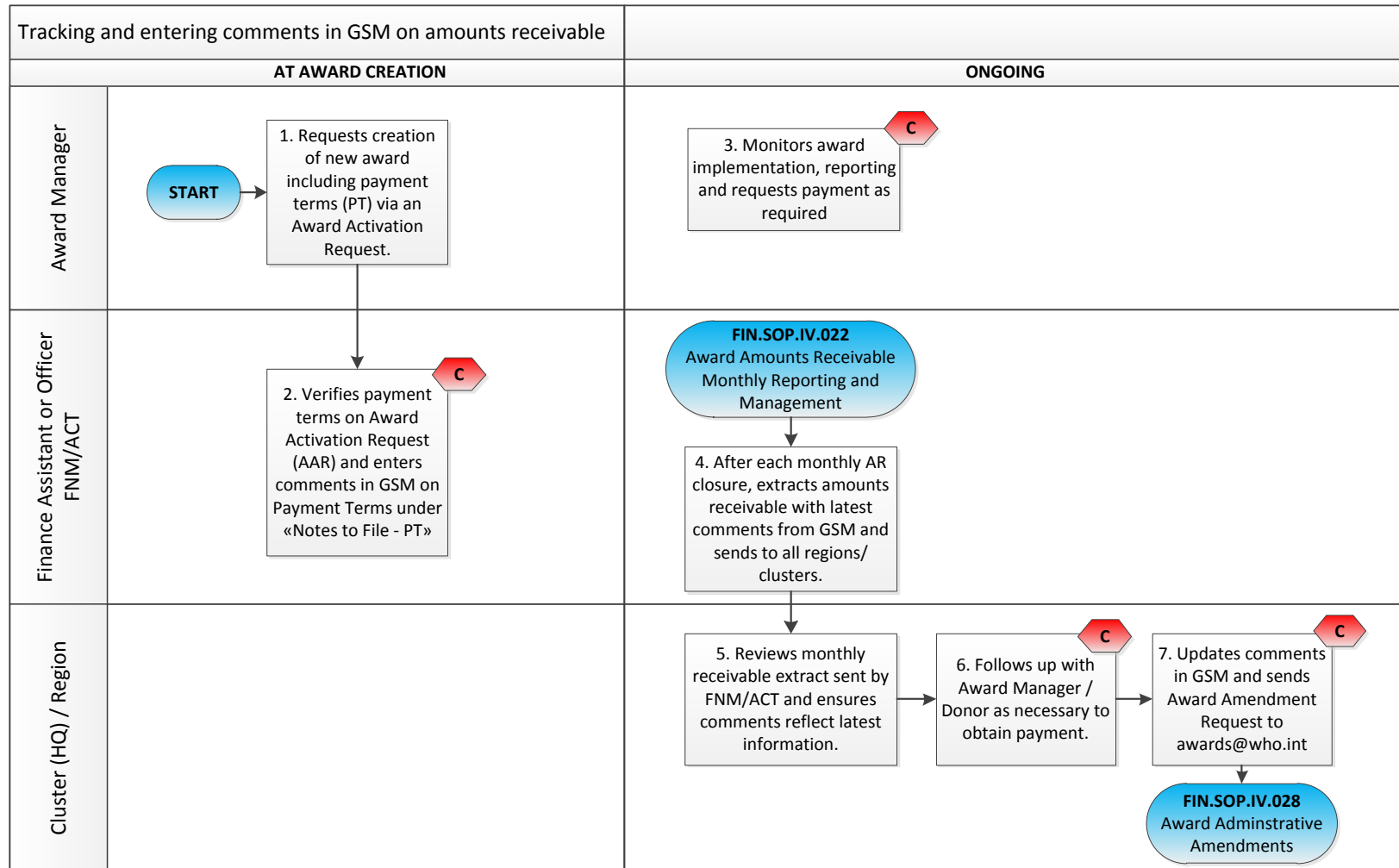
1.3.1. WHO eManual

- IV.2.6 Amounts Receivable

1.3.2. Related SOPs

- FIN.SOP.IV.010 Awards End to End
- FIN.SOP.IV.011 Award Creation and Review
- FIN.SOP.IV.022 Award Amounts Receivable - Monthly Reporting and Management
- FIN.SOP.IV.028 Award Administrative Amendments

2. PROCESS FLOW



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Step	Control (C)	Type	Process	Role / Responsibility
1			Requests creation of a new award including payment terms (PT).	Award Manager
2	C		For new awards, a. Verifies payment terms on AAR in relation to the donor agreement and enters in GSM. b. Enters comments in GSM on PTs under Notes to File - PT. See FIN.SOP.IV.011 Award Creation and Review	Finance Assistant or Officer FNM/ACT Awards (KL)
3	C		Monitors award implementation, reporting and requests payment as required.	Award Manager
4			After each monthly AR closure, extracts amounts receivable with latest comments from GSM and sends to all award managers, award administrators, BFO's and Management Officers. See FIN.SOP.IV.022 Award Amounts Receivable – Monthly Reporting and Management	Finance Officer FNM/ACT Awards
5			Reviews monthly receivable extract sent by FNM/ACT Awards and ensures comments reflect latest information and amounts receivable show correct aging and amounts outstanding per the agreement. For detailed instructions on how to review Amounts Receivable comments please refer to Annex 1 and for detailed instructions on how to query receipts / invoices, check amounts applied to invoices and review aging of invoices please refer to Annex 3.	Finance Officers (TU) and BFU (RO)

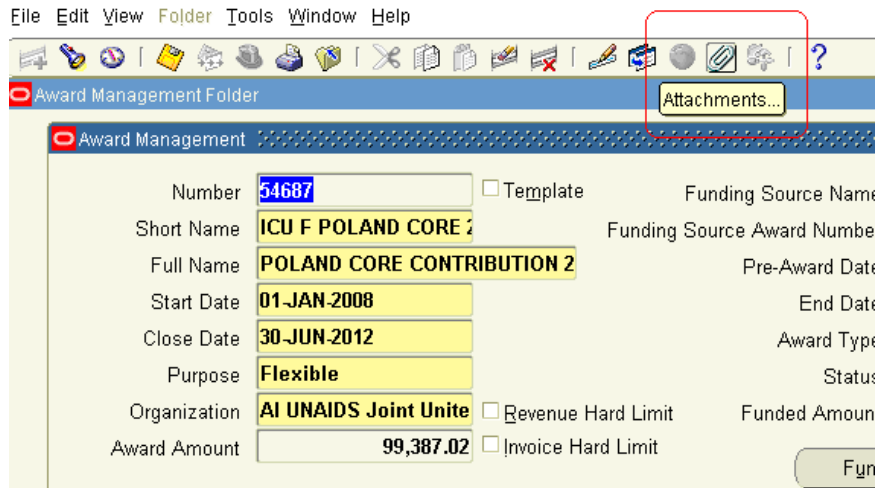
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6	C		Follows up with Award Manager / Donor as necessary to obtain payment.	Finance Officers (TU) and BFU (RO)
7a	C		Sends updated comments (notes to file) and Award Amendment Request (AMR) to FNM/ACT (awards@who.int) if there are any required adjustments to the award (PT or increase/reduction of award amount).	Finance Officers (TU)
7b	C		<p>Updates comments in GSM and sends Award Amendment Request (AMR) to FNM/ACT (awards@who.int) if there are any required adjustments to the award (PT or increase/reduction of award amount).</p> <p>In order to fully support receivables, comments should be regularly updated based on communications with the Award Manager and/or donors. In order that there is a good quality of information available, the same format should be followed to input all comments.</p> <p>For detailed instructions on how to update Amounts Receivable comments please refer to Annex 2.</p>	BFU (RO)
8			<p>On receipt of administrative AMR:</p> <ul style="list-style-type: none">• Verifies updated PT and ensures updated agreement uploaded in RMS• Processes AMR and updates billing event and PT appropriately. <p>See FIN.SOP.IV.028 Administrative Award Amendments</p>	Finance Assistant or Officer FNM/ACT Awards (KL)

ANNEX 1 – Reviewing comments through Awards Read Only Screen

To review comments in GSM:

- a) Open Award Read Only screen (using Project Administrator or AR Inquiry or Reporting roles).
- b) Enter award number, Find, Open.
- c) Keep cursor in the header of the award view and select attachments – paperclip on top right toolbar per below:



d) The attachments screen will appear with the following columns:

- Sequence – automatically enters next sequence (starts with 10 then 20 etc.)
- Category – this denotes whether the attachment relates to an agreement, agreement amendment or notes to file – all comments on payment terms should be under ‘notes to file’
- Description – this is a free form text field. All information on payment terms and receivables should be entered under ‘PT’ for payment terms.
- Data type – this denotes whether there is a web page, short text or long text. All PT note should be under ‘short text’.

By selecting the line reading ‘Notes to File’ ‘PT’, all comments relating to amounts receivable will appear at the bottom of the screen’.

Seq	Category	Description	Data Type	May
10	Miscellaneous	agreement	Web Page	
20	Notes to File	PT	Short Text	

ANNEX 2 – Updating comments through Awards Read Only Screen

To update comments, the above steps should be followed to access the comments screen.

NOTE: For HQ, comments are updated by ACT/Awards and GSC / AWC. For regions, comments are updated by BFOs.

The text to be input in the comment field should be kept to a minimum. It should include the following:

- Your initials and the date.
- The latest information available.
- The basic details as per the contract (this is originally entered by FNM/ACT Awards when the award is created):
 - Total amount of contract and date signed
 - Payment terms with dates and amounts
 - Any receipts to date

To assist in maintaining quality information in the system, please:

- Keep comments brief.
- Do not paste entire emails as it is then difficult to identify any issues
- Post information in reverse order i.e. putting the latest or most relevant first

Three examples of comments on payment terms (PT) are shown below:

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1) Award 57651 – recently created. Initial instalment received, remaining instalments not yet due.

Award Management

Number	57651	<input type="checkbox"/> Template	Funding Source Name	NEPAL
Short Name	SPA S NP GFATM 2011		Funding Source Award Number	NEP-S10-G12-T
Full Name	NEPAL NATIONAL STRATEGIC PI		Pre-Award Date	
Start Date	16-NOV-2010		End Date	31-JUL-2013
Close Date	31-JUL-2014		Award Type	1GFSPA
Purpose	Specified		Status	Active

Attachments

Seq	Category	Description	Data Type
10	Agreement		Web Page
20	Notes to File	PT	Short Text

Entity Name: Awards

JS 19 May 2011

PT: \$2,448,309 due 16th July 2011; \$2,537,117 due 16th July 2012

\$6,217,199 Total Agreement signed Dec 2010

\$1,231,773 rec'd Mar 2011

2) Award 56949 - Latest information is entered 1st i.e. that a request for payment has been sent to donor

Number	56949	<input type="checkbox"/> Template	Funding Source Name	MONACO
Short Name	VCS S MONACO MALA		Funding Source Award Number	ACCORD 1ER VOLET 1
Full Name	COOPERATION INTERNATIONAL		Pre-Award Date	
Start Date	01-JAN-2010		End Date	31-DEC-2012
Close Date	31-DEC-2015		Award Type	1GFVCS
Purpose	Specified		Status	Active
Organization	HQ Headquarters	<input type="checkbox"/> Revenue Hard Limit	Funded Amount	1,831,502.00
Award Amount	1,831,502.00	<input type="checkbox"/> Invoice Hard Limit		

Attachments

Seq	Category	Description	Data Type	May Be Ch
10	Agreement		Web Page	<input checked="" type="checkbox"/>
20	Notes to File	PT	Short Text	<input checked="" type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Entity Name: Awards

JS 17 May 11

Request for payment of EUR 450,000 signed 19 April 2011

Total agreement for EUR 1.5M signed April 2010 for period 2010 to 2012.
Initial instalment of EUR 260,000 rec'd
2nd instal of EUR 450,000 requested
3rd instal of EUR 790,000 (after report on 2011 expend + projection for 2012).

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3) Award 54990 – Latest information on payment request appears first

Number	54990	<input type="checkbox"/> Template	Funding Source Name	WHO - CDC FOUNDATI
Short Name	VCS S CDCF SURV CE		Funding Source Award Number	SIGNED MOU
Full Name	IMPROVING DISEASE CONTROL		Pre-Award Date	
Start Date	01-NOV-2008		End Date	31-DEC-2013
Close Date	31-DEC-2014		Award Type	1GFVCS
Purpose	Specified		Status	Active
Organization	HQ Headquarters	<input type="checkbox"/> Revenue Hard Limit	Funded Amount	16,109,843.00
Award Amount	16,109,843.00	<input type="checkbox"/> Invoice Hard Limit	Funding Summary [Nc]	

Seq	Category	Description	Data Type	May Be Changed
10	Miscellaneous	agreement	Web Page	<input checked="" type="checkbox"/>
20	Notes to File	PT	Short Text	<input checked="" type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Entity Name: Awards

CH 17/05/2011: Email from Sherif, per CDC notes of conference call 06/05/2011, payment of \$2.6m to be made to cover costs plus advance for 2011.

Agreement signed Feb 2009 for a total of \$14,138,817 for 5 years to 31 Dec 2013. Annual budget as follows:
 Year 1 - 2009 - \$3,002,487 (received)
 Year 2 - 2010 - \$2,761,033 (outstanding)
 Year 3 - 2011 - \$2,653,981 (outstanding)
 Year 4 - 2012 - \$2,899,163 (not yet due)
 Year 5 - 2013 - \$2,822,153 (not yet due)

According to agreement, annual payments to be made based on submitted actual versus budget reports for prior year and invoice for projected costs of following year.

ANNEX 3 – querying receipts, payment terms and application of cash

1) To query receipts

- Select Receipt Inquiry from AR Inquiry and Reporting
- Select the 'find' icon (torch at top left of the screen)
- Select a customer name, amount, GL period, status (applied or unapplied) or other relevant criteria to search by
- All receipts matching search criteria will be listed
- Select a receipt and click 'open' to see all details of the receipt
- If applied: Select 'apply' to view details of the receipt application (award, invoice, amount applied etc)
- If unapplied and identified as matching to an award : send details of receipt number, amount, donor, award to income@who.int together with any supporting documentation available, requesting application.

2) To query invoices for a specific award

- Select Transaction Inquiry from AR Inquiry and Reporting
- Select the 'find' icon (torch at top left of the screen)
- Enter the award number in the fields marked 'reference number'
- All invoices and credit memos for the award will be listed showing the current balance per invoice
- Select an invoice and click 'open'
- Click the 'details' button to see the invoice total, receipts applied and any adjustments in the invoice currency
- The details button also shows the invoice split by payment terms

3) Finding Receipts related to an Invoice

- Follow steps under 2) to locate the invoice and click on details to view split of invoice by Payment terms. Highlight the line for which you want to query the receipt
- Click on 'actions' and then 'adjust' in the drop down menu

The screenshot shows the Oracle Applications interface for GSM Production Instance (SID: PWCHOA1). The 'Actions' menu is open, highlighting the 'Adjust' option. The main form displays the following details:

Transaction Source		Date		Balance Due	
Source	PROJECT	Date	25-JUN-2008	Line	0.00
Number	310000396	GL Date	25-JUN-2008	Tax	0.00
Class	Invoice	Currency	EUR	Freight	0.00
Type	Projects Invoice	Document Number	300002787	Charges	0.00
Reference	52158	Transaction	PROJ	Total	0.00

Additional fields include: Complete, Details, Refresh, and tabs for Main, More, Notes, Commitment, and Reference Information.

Ship To: Name: GERMANY, Number: 1067, Location: 2460, Address: Federal Ministry for Health, Social At, Dr F.-W. Steinmeier The Federal Mini, Berlin D-11013 Germany, Contact: [Empty]

Bill To: Name: GERMANY, Number: 1067, Location: 3419, Address: Federal Ministry for Health, Social At, Dr F.-W. Steinmeier The Federal Mini, Berlin D-11013 Germany, Contact: CONTACT, DEFAULT

Sold To: Name: GERMANY, Number: 1067

Paying Customer: Name: [Empty], Number: [Empty], Location: [Empty]

Other fields: Commitment: [Empty], Salesperson: No Sales Credit, Invoicing Rule: [Dropdown], Payment Term: Immediate, Due Date: 25-JUN-2008, Payment Method: [Empty], Customer Bank: [Empty], Bank Branch: [Empty], Account Number: [Empty], Expiration Date: [Empty]

Buttons at the bottom: Line Items, Tag, Freight, Distributions, Sales Credits, Incomplete

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CLOSE the first screen

Oracle Applications - GSM Production Instance (SID : PWCHOA1)

File Edit View Folder Tools Actions Window Help

Transactions (World Health Organization and Other Entities)

Installments (World Health Organization and Other Entities) - GERMANY

Number Adjustments (WHOSOB) - GERMANY, 310000396, 1

3100003 Installment

	Line	Tax	Freight	Charges	Total
Original	529,595.02	0.00	0.00		529,595.02
Balance	0.00	0.00	0.00	0.00	0.00

Adjustments -29,595.02 Pending Adjustments

Adjustments

Main Account, IDs Comments

Number	Activity Name	Type	Amount	Includes Tax	GL Date	Adjustment Date
4180	Convr Exchn	Invoice	-29,595.02	<input type="checkbox"/>	21-OCT-2009	21-OCT-2009
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		

Line Items Incomplete

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CLICK ON "Activities" button

The screenshot displays the Oracle Applications interface for tracking award amounts receivable. The main window is titled "Installments (World Health Organization and Other Entities) - GERMANY". It features a table with columns for Number, Seq, Class, Days Late, Due Date, Currency, Original, and Balance. The first row is highlighted with a blue selection bar and contains the following data: Number 310000396, Seq 1, Class Invoice, Due Date 25-JUN-2008, Currency EUR, and Original 529,595.02. To the right of the table, there is a vertical list of values, all of which are 0.00. Below the table, there are summary fields for Cumulative Balance and Total Balance, both showing 0.00. At the bottom of the window, there are several buttons: "Dunning History", "Call", "Transaction Overview", "Details", "Dispute History", "Adjust", "Balances", and "Activities". The "Activities" button is highlighted with a blue border, indicating it is the target of the instruction. The interface also includes a menu bar at the top with options like File, Edit, View, Folder, Tools, Actions, Window, and Help, and a toolbar with various icons.

Number	Seq	Class	Days Late	Due Date	Currency	Original	Balance
310000396	1	Invoice		25-JUN-2008	EUR	529,595.02	
							0.00
							0.00
							0.00
							0.00
							0.00

Cumulative Balance Entered Functional
Total Balance 0.00 0.00

Buttons: Dunning History, Call, Transaction Overview, Details, Dispute History, Adjust, Balances, **Activities**

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Here you have the related Receipt and Adjustments, if any. Click details to see the receipt.

The screenshot displays the Oracle Applications interface for GSM Production Instance (SID: PWCHOA1). The main window is titled "Activities (World Health Organization and Other Entities) - GERMANY, 310000396, 1". The "Transaction" window is open, showing a table of transactions with the following data:

Class	Type	Number	Date	Allocated Rece	Currency	Amount Applic	Discount	Total A
Payment	CHSBC017	ZD81333ZC	23-DEC-2008	-529,595.02	EUR	-529,595.02	0.00	-529,595.02
Payment	CHSBC017	ZD81333ZC	23-DEC-2008	529,595.02	EUR	529,595.02	0.00	529,595.02
Payment	CHSBC017	ZD81333ZC	04-MAR-2009	-500,000.00	EUR	-500,000.00	0.00	-500,000.00
Adjustmen	Invoice Adj	4180	21-OCT-2009	-29,595.02	EUR			-29,595.02

The window also includes a "Details" button at the bottom right, a "Refresh" button on the right side, and a "Due Date" field set to "25-JUN-2008". At the bottom, there are buttons for "Line Items", "Tag", "Freight", "Distributions", "Sales Credits", and "Incomplete".