



State of Minnesota

SWIFT 
Statewide Integrated Financial Tools

Course Code AR/BI3

Accounts Receivable

User Guide

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Minnesota Management & Budget

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AR/BI3 Accounts Receivables Advanced

To jump to an area within the User Guide, click on the topic in the Table of Contents.

Table of Contents

<i>Course Overview</i>	1
LESSON 1: DIRECT JOURNAL DEPOSITS FOR MISCELLANEOUS CASH RECEIPTS	5
<i>Lesson Overview</i>	5
CREATING A DIRECT JOURNAL DEPOSIT	7
<i>Topic Overview</i>	7
<i>Process Steps</i>	8
CREATING A WIRE DEPOSIT FOR A DIRECT JOURNAL	21
<i>Topic Overview</i>	21
<i>Process Steps</i>	22
CORRECTING DIRECT JOURNAL BUDGET ERRORS	25
<i>Topic Overview</i>	25
<i>Process Steps</i>	26
REVERSING A DIRECT JOURNAL DEPOSIT	33
<i>Topic Overview</i>	33
<i>Process Steps</i>	34
CORRECTING A DIRECT JOURNAL DEPOSIT BY CREATING A ZERO DOLLAR DEPOSIT	39
<i>Topic Overview</i>	39
<i>Process Steps</i>	40
PROCESSING A RETURNED ITEM FOR A DIRECT JOURNAL – MMB NOTIFICATION	45
<i>Topic Overview</i>	45
<i>Process Steps</i>	47
VERIFYING DEPOSITS ARE COMPLETE (AR OR NON-AR)	53
<i>Topic Overview</i>	53
<i>Process Steps</i>	54

RUNNING THE PAYMENT DETAIL REPORT (AR OR NON-AR)	57
<i>Topic Overview</i>	57
<i>Process Steps</i>	58
<i>Lesson Summary</i>	61
LESSON 2: AR ITEM DEPOSITS	62
<i>Lesson Overview</i>	62
CREATING A REGULAR DEPOSIT ENTRY FOR AR ITEMS	64
<i>Topic Overview</i>	64
<i>Process Steps</i>	65
CREATING AN EXPRESS DEPOSIT ENTRY	72
<i>Topic Overview</i>	72
<i>Process Steps</i>	73
CREATING A WIRE DEPOSIT FOR AN AR ITEM	80
<i>Topic Overview</i>	80
<i>Process Steps</i>	81
PROCESSING A RETURNED ITEM FOR AN AR ITEM – MMB NOTIFICATION	85
<i>Topic Overview</i>	85
<i>Process Steps</i>	87
USING SEARCHES AND QUERIES TO CHECK FOR INCOMPLETE DEPOSITS	99
<i>Topic Overview</i>	99
<i>Process Steps</i>	100
<i>Lesson Summary</i>	102
LESSON 3: APPLYING PAYMENTS	103
<i>Lesson Overview</i>	103
USING SEARCHES AND QUERIES TO CHECK FOR INCOMPLETE PAYMENTS	105
<i>Topic Overview</i>	105
<i>Process Steps</i>	106
USING A PAYMENT WORKSHEET TO APPLY PAYMENTS	110

<i>Topic Overview</i>	110
<i>Process Steps</i>	111
APPLYING PAYMENT ON-ACCOUNT	120
<i>Topic Overview</i>	120
<i>Process Steps</i>	121
UNPOSTING A PAYMENT APPLIED TO THE WRONG ITEM OR CUSTOMER	126
<i>Topic Overview</i>	126
<i>Process Steps</i>	127
<i>Lesson Summary</i>	135
LESSON 4: PERFORMING AR ACCOUNT MAINTENANCE	136
<i>Lesson Overview</i>	136
MAINTENANCE WORKSHEETS, GENERALLY	137
<i>Topic Overview</i>	137
APPLYING CREDIT BILLS OR ON ACCOUNT AMOUNTS (OFFSETTING DEBITS AND CREDITS)	146
<i>Topic Overview</i>	146
<i>Process Steps</i>	147
WRITING-OFF AR ITEMS	153
<i>Topic Overview</i>	153
<i>Process Steps</i>	154
PROCESSING REFUNDS	160
<i>Topic Overview</i>	160
<i>Process Steps</i>	161
TRANSFERRING AN ITEM TO A DIFFERENT CUSTOMER	174
<i>Topic Overview</i>	174
<i>Process Steps</i>	175
UPDATING ITEM DETAILS TO PLACE ITEMS IN DISPUTE OR COLLECTION	179
<i>Topic Overview</i>	179
<i>Process Steps</i>	180

<i>Lesson Summary</i>	185
LESSON 5: AR INTEGRATION	186
<i>Lesson Overview</i>	186
RUNNING THE ARUPDATE PROCESS	187
<i>Topic Overview</i>	187
<i>Process Steps</i>	188
VERIFYING THE POSTED STATUS	192
<i>Topic Overview</i>	192
<i>Process Steps</i>	193
USING SEARCHES AND QUERIES TO CHECK FOR POSTING ERRORS	198
<i>Topic Overview</i>	198
<i>Process Steps</i>	199
CORRECTING POSTING ERRORS	207
<i>Topic Overview</i>	207
<i>Process Steps</i>	208
SETTING PENDING ITEMS TO POST	213
<i>Topic Overview</i>	213
<i>Process Steps</i>	214
<i>Lesson Summary</i>	217
LESSON 6: MANAGING CUSTOMER COLLECTIONS	218
<i>Lesson Overview</i>	218
RUNNING THE AGING PROCESS	219
<i>Overview</i>	219
<i>Process Steps</i>	220
RUNNING THE OVERDUE CHARGES PROCESS	222
<i>Overview</i>	222
<i>Process Steps</i>	223
PREVENT OVERDUE CHARGES FROM BEING ASSESSED TO A CUSTOMER	229

<i>Topic Overview</i>	229
<i>Process Steps</i>	230
CREATING CUSTOMER STATEMENTS	232
<i>Topic Overview</i>	232
<i>Process Steps</i>	233
CREATING CUSTOMER STATEMENT NOTES	238
<i>Topic Overview</i>	238
<i>Process Steps</i>	239
REVIEWING CUSTOMER STATEMENTS	241
<i>Topic Overview</i>	241
<i>Process Steps</i>	242
REVIEWING A LAST STATEMENT	244
<i>Topic Overview</i>	244
<i>Process Steps</i>	245
RUNNING THE DUNNING LETTER PROCESS	247
<i>Topic Overview</i>	247
<i>Process Steps</i>	248
PREVIEWING, EDITING AND DELETING A DUNNING LETTER	252
<i>Topic Overview</i>	252
<i>Process Steps</i>	253
DELETING AN ITEM IN A DUNNING LETTER	256
<i>Topic Overview</i>	256
<i>Process Steps</i>	257
PRINTING A DUNNING LETTER	259
<i>Topic Overview</i>	259
<i>Process Steps</i>	260
DELETING A DUNNING LETTER	264



Topic Overview 264

Process Steps 265

REVIEWING HISTORY OF LETTERS..... 267

Topic Overview 267

Process Steps 268

REVIEWING A LAST LETTER 270

Topic Overview 270

Process Steps 271

REVIEWING ITEM DUNNING STATUS..... 273

Topic Overview 273

Process Steps 274

REVIEWING ITEM DUNNING HISTORY 276

Topic Overview 276

Process Steps 277

Lesson Summary 278

COURSE SUMMARY 279

APPENDIX 280

ITEM PAYMENT WORKSHEET CODES AND DESCRIPTIONS..... 280

SWIFT INQUIRIES FOR CLEAN-UP AND REVIEW 281

KEY ACCOUNTS RECEIVABLE ADVANCED TERMS 293

Accounts Receivable Advanced

Course Overview

The AR-BI3 – Accounts Receivable Advanced User Guide covers entering deposits for miscellaneous cash receipts (direct journals) and entering deposits for accounts receivable billings (AR Items), as well as managing, processing, and analyzing receivables in the SWIFT system.

Billing and Accounts Receivable Modules

The Billing (BI) and Accounts Receivable (AR) modules work together to create a process for:

- Creating outgoing bills
- Matching payments to invoices
- Handling and applying payments correctly

When you bill a customer, you create an invoice in Billing and send the invoice to the customer. After you receive payment from the customer, the deposit is entered and the payment is applied to the invoice in Accounts Receivable. Customers include other state agencies, individuals, organizations, and companies. Bills can be created for goods and services, fines, or taxes.



When you create a bill in SWIFT billing it is referred to as an “invoice”. Each invoice has a unique Invoice ID. The terms bill and invoice are interchangeable.

After an invoice is created, it will need to go through the Single Action Invoice process successfully. This is a Billing module process which prints the invoices, budget checks, loads general ledger entries, and creates AR pending items. Next, the ARUpdate process moves the invoice into AR as an open “Item” on the customer’s account. An “Item” in AR is the same as an “Invoice” in the Billing Module and the Invoice ID and Item ID will be the same number.

Deposit Entry

Deposits are created in AR for miscellaneous cash receipts (direct journals) and payments for AR Items.

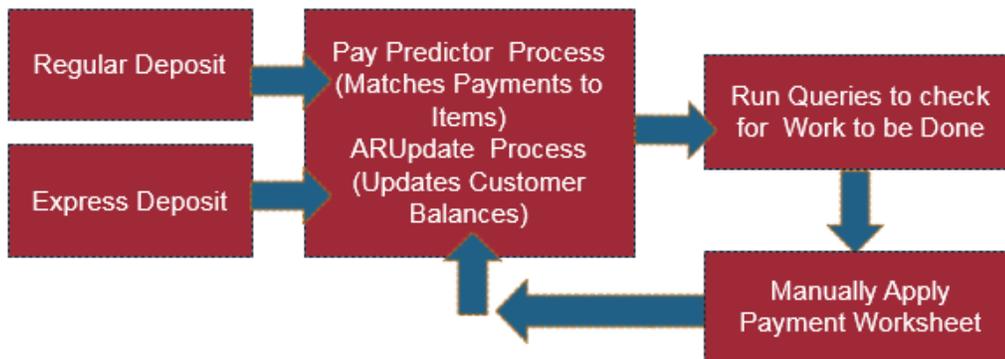
When deposits for direct journals are entered, accounting entries must be created, and the transaction must be budget checked. The transaction will be posted to the general ledger in the nightly batch. If errors are discovered after the direct journal cash receipt is successfully budget checked, corrections will need to be made by entering a correcting deposit.

Direct Journal Deposit Process



When deposits for AR Items (invoices) are entered, the Payment Predictor process matches AR Item payments to invoices and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day. If there isn't enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment. Queries can be run to check for errors and work to be done. Deposits for AR Items can be made using the Regular or Express Deposit methods.

AR Item Deposits & Applying Payments



Performing AR Customer Account Maintenance

Worksheets are processed in AR to apply credits and “on account” payments, to process refunds and write-offs, and to transfer items to other customers. AR Items can also be updated to place them in dispute or collections.

Performing AR Maintenance



The AR module includes features that can be used to manage customer collections. The Aging process runs nightly and updates the age of your outstanding AR Items. Customer Statements can be created using the Statements process. Overdue charges can be posted to a customer’s account using the Overdue Charges process. The Dunning Letter process is used to create late notices to alert customers of overdue items. When creating Customer Statements, the overdue charges will be included.

Managing Customer Collections





The Accounts Receivable Advanced module will cover the following lessons:

- Direct Journal Deposits
- AR Item Deposits
- Applying Payments
- Performing AR Account Maintenance
- Managing the AR Integration Process
- Managing Customer Collections

Lesson 1: Direct Journal Deposits for Miscellaneous Cash Receipts

Lesson Overview

This lesson covers entering and correcting Direct Journal deposits for miscellaneous cash receipts in the Accounts Receivable Module (“AR”). Direct Journal deposits are not posted to a customer’s account.

All money coming into the State of Minnesota must be accounted for, especially checks and cash for which the State has not billed. Creating a Direct Journal deposit begins the process of posting miscellaneous cash receipts to the General Ledger. After creating a Direct Journal deposit entry, you will need to create accounting entries for the payments.

You will enter Direct Journal deposits using the *Regular Deposit* page. You are not able to use the *Express Deposit* page for creating a Direct Journal because the Express Deposit feature requires an open AR item to be applied to the payment you are entering.

Wire or Electronic Fund Transfer (EFT) deposits are received by the Treasurer’s Division of MMB first from the bank. To record these receipts, you will partially enter the direct journal deposit, making sure to use the “W” (Wire) deposit type. When the “wire” deposit type is used, the transaction is routed through workflow to the Treasurer for approval. After the transaction is approved, you will complete the deposit as you would normally.

While entering Accounting Entries for direct journal deposits, you may receive messages indicating that budget checking errors exist and instructing you to check the budget exception page to view the errors. Budget Check errors must be resolved.

If errors are discovered after the direct journal cash receipt is successfully budget checked, corrections will need to be made by entering another deposit. For example, you may learn that the funds went into the wrong account or budget period. A reversing deposit or a “zero dollar” deposit may be entered to fix the error, depending on the situation. A zero dollar deposit reverses the movement of funds into the mistaken account or budget period and puts it in the correct one. That means that all zero dollar deposits must have a minimum of two payments - one to reverse the error and one to correct it.

Direct Journal Deposit Process



This lesson also covers how to process a Returned Item (returned check) for a Direct Journal deposit when you have been notified of the Returned Item by Minnesota Management & Budget (MMB). The process is similar to the zero dollar deposit process except that the Deposit Type is “N” for NSF instead of “C” for Cash Receipt.

You’ll also learn how to verify that a deposit is finished by checking the *All Deposits* page or running the Payment Detail report.

After completing this lesson, you should be able to:

- Create a Direct Journal Deposit
- Create a Wire Deposit for EFT
- Correct Direct Journal Budget Errors
- Reverse a Direct Journal Deposit
- Correct a Direct Journal Deposit by Creating a Zero Dollar Deposit
- Process a Returned Item for a Direct Journal – MMB Notification
- Verify Deposits
- Run the Payment Detail Report

Creating a Direct Journal Deposit

Topic Overview

All money coming into the State of Minnesota must be accounted for, especially checks and cash for which the State has not billed. Creating a Direct Journal deposit begins the process of posting miscellaneous cash receipts to the General Ledger. After creating a Direct Journal Deposit entry, you will need to create accounting entries for the payments.

You will use the *Regular Deposit* page to enter Direct Journal Deposits. You are not able to use the *Express Deposit* page for creating a Direct Journal because the Express Deposit option requires an open AR item (billing invoice) to be applied to the payment you are entering.

After completing this topic, you should be able to:

- Create a Direct Journal Deposit Entry

Process Steps

Create Direct Journal Deposit Entry

This topic covers creating a Direct Journal Deposit Entry for miscellaneous cash receipts.

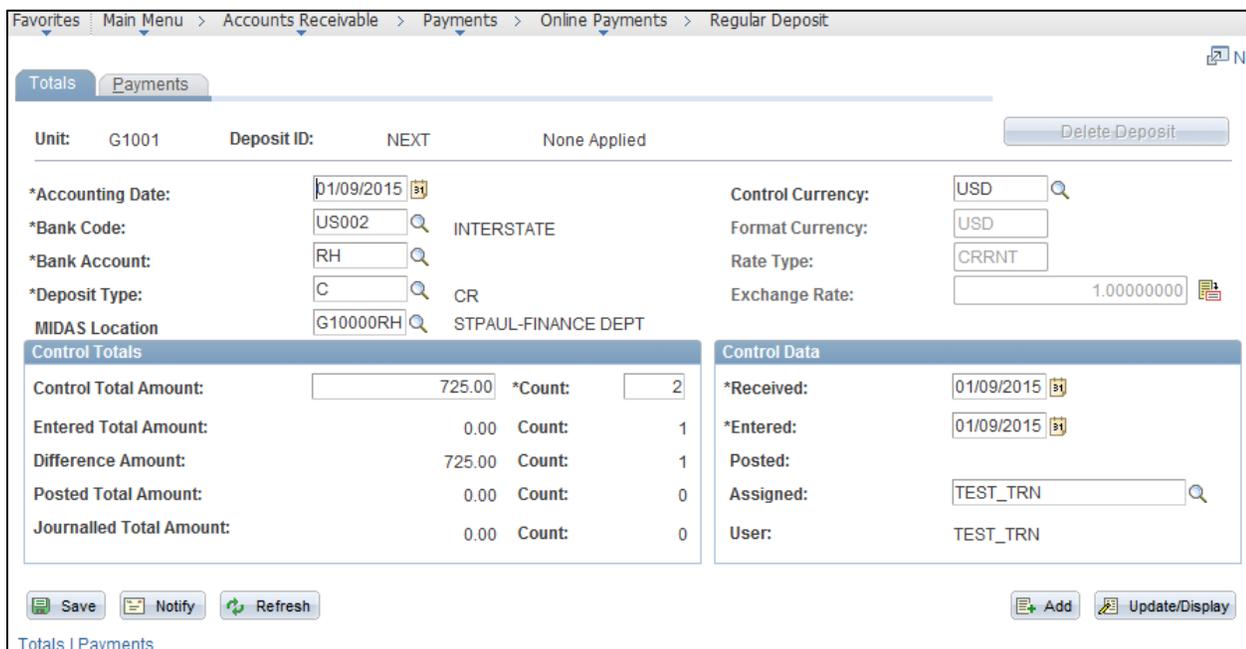
Steps to complete:

- Step 1: Complete the Overall Deposit Information on the Totals tab
- Step 2: Record the Payments that make up the Deposit on the Payments tab
- Step 3: Make Sure that the Deposit is Balanced
- Step 4: Create Accounting Entries for the Direct Journal Deposit

Step 1: Complete the Overall Deposit Information on the Totals tab

Begin by navigating to the *Create A Regular Deposit Entry* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab to begin creating the new deposit.
3. Accept the default *Deposit Unit* or enter the **Deposit Unit**. This is a required field.
4. Accept the default of "NEXT" in the *Deposit ID* field and SWIFT will automatically assign the next number available after you save the deposit. You can also enter your own.
5. Click the **Add** button and the *Totals* page displays. This page is used to enter information and control totals for the deposit. Complete the fields as described below.



Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals | Payments

Unit: G1001 Deposit ID: NEXT None Applied [Delete Deposit](#)

*Accounting Date: 01/09/2015 Control Currency: USD
 *Bank Code: US002 INTERSTATE Format Currency: USD
 *Bank Account: RH Rate Type: CRRNT
 *Deposit Type: C CR Exchange Rate: 1.00000000
 MIDAS Location: G10000RH STPAUL-FINANCE DEPT

Control Totals		Control Data	
Control Total Amount:	725.00	*Count:	2
Entered Total Amount:	0.00	*Received:	01/09/2015
Difference Amount:	725.00	*Entered:	01/09/2015
Posted Total Amount:	0.00	Posted:	
Journalled Total Amount:	0.00	Assigned:	TEST_TRN
		User:	TEST_TRN

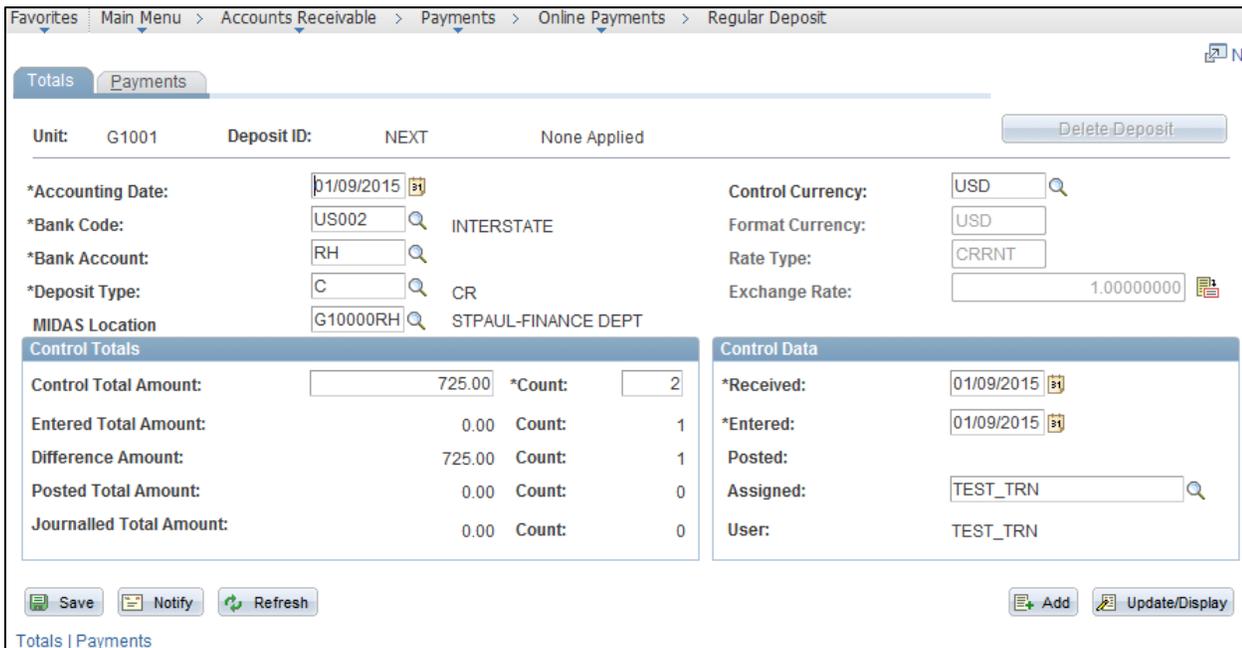
[Save](#) [Notify](#) [Refresh](#) [Add](#) [Update/Display](#)

Totals | Payments



Field Name	Field Description
*Accounting Date	Defaults to the current date and should not be changed. The <i>Accounting Date</i> represents the accounting period that the transaction will post to in the General Ledger. Exception: Deposit entries processed between July 1 and the system hard close. The <i>Accounting Date</i> must be changed to facilitate accurate fiscal year end reporting. For example, If you receive a check and deposit it at the bank on June 30, but do not enter it into the system until July 1, dates will be as follows: Account Date – June 30, Entry Date – July 1, Received Date – June 30.
*Bank Code	Enter the <i>Bank Code</i> . The <i>Bank Code</i> will be determined by each agency. The description will most likely be a specific bank name. The <i>Bank Code</i> and <i>Bank Account</i> fields represent the actual bank account where the money is deposited.
*Bank Account	Enter the <i>Bank Account</i> . The <i>Bank Account</i> will be determined by each agency. The description will most likely be a specific bank name. The <i>Bank Code</i> and <i>Bank Account</i> fields represent the actual bank account where the money is deposited.
*Deposit Type	Accept the default Deposit Type of “C” for Cash Receipt. The “NSF” and “Wire - Electronic Funds Transfer” options will be discussed in those specific topics.
*MIDAS Location	Enter the <i>MIDAS Location</i> (the bank location). The treasury account where the money is being deposited. Agencies will determine their <i>MIDAS Location</i> . If you are unsure of which <i>MIDAS Location</i> to use, check with your supervisor. Like all bank account information, it is important that this information is correct.
*Control Currency	Always select the Control Currency code “USD”, U.S. Dollars. Be sure to enter it here. If you don't, you will have to do it later for each line.
*Control Total Amount	Enter the sum of the deposit. The amount must reconcile to the bank deposit slip.
*Count	The number of payments making up the deposit. Direct Journal deposits can be made up of cash receipts like checks, money orders, and/or currency. Note: You do not have to consider multiple checks, multiple money orders, etc., as separate payments. You may total the checks and money orders and add the total as one payment line. Your agency may require that you enter each payment separately. Check with your supervisor to find out what process your agency follows.
Other Control Totals (display only)	<i>Other Control Total</i> fields display after further action with the deposit. For example, the <i>Difference Amount</i> would show a number if the total deposit amount doesn't balance with the payments entered in the next step on the Payments tab.

Field Name	Field Description
*Received	Accept the default current date or enter a different date. The date on which the receipt is deposited ("received") at the bank; date must be changed if necessary.
*Entered	Defaults to current date and must not be changed. This is the date that the receipt was actually input into SWIFT.
Assigned	Accept the default User ID (the person entering the receipt) or select a different User ID. This is the person in charge of monitoring the deposit progress through SWIFT. You might want to change this to someone else's name if you're going on vacation and someone else needs to monitor.
User (display only)	Displays the User ID of the person creating the deposit.



Unit: G1001 Deposit ID: NEXT None Applied [Delete Deposit](#)

*Accounting Date: 01/09/2015 Control Currency: USD
 *Bank Code: US002 INTERSTATE Format Currency: USD
 *Bank Account: RH Rate Type: CRRNT
 *Deposit Type: C CR Exchange Rate: 1.00000000
 MIDAS Location: G10000RH STPAUL-FINANCE DEPT

Control Totals		Control Data	
Control Total Amount:	725.00	*Count:	2
Entered Total Amount:	0.00	Count:	1
Difference Amount:	725.00	Count:	1
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	0.00	Count:	0

*Received: 01/09/2015
 *Entered: 01/09/2015
 Posted:
 Assigned: TEST_TRN
 User: TEST_TRN

[Save](#) [Notify](#) [Refresh](#) [Add](#) [Update/Display](#)

Totals | [Payments](#)

Step 2: Record the Payments that make up the Deposit on the Payments tab

Next, you'll record the payments that make up the deposit on the **Payments** tab.

1. Click on the **Payments** tab and enter the fields as described below.

Field Name	Field Description
Balance (Display only)	Displays the status of the deposit. When the <i>Amount</i> total and number of entered payments on the <i>Payments</i> page equals the <i>Control Amount</i> and <i>Count</i> on the <i>Totals</i> page, the status changes from "Not Balanced" to "Balanced".



Field Name	Field Description
Payment Seq (Display only)	Displays the sequence number for each payment. When you enter a Payment ID, SWIFT assigns the next sequence number to the payment to allow the order in which payments are entered to be tracked.
*Payment ID	Enter a <i>Payment ID</i> field to identify a payment. You can enter a check number or any other identifier. This field is alphanumeric.
*Accounting Date	The <i>Accounting Date</i> field displays the accounting date entered on the <i>Totals</i> page. Do not change this date.
*Amount	Enter the amount of the dollars included in the individual or compiled payment.
Payment Predictor	Uncheck the <i>Payment Predictor</i> option. The <i>Payment Predictor</i> option is not used with Direct Journal Deposits.
*Journal Directly	Select the <i>Journal Directly</i> option to show that this is a Direct Journal entry containing miscellaneous cash receipts.
Range of References	State of Minnesota does not use.

The screenshot shows the 'Regular Deposit' form in the SWIFT system. The breadcrumb trail at the top reads: Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit. The form is divided into several sections:

- Payment Information:** Includes fields for Payment Seq (1), Amount (625.00), Rate Type (CRRNT), Payment Method (Check), *Payment ID (CK # 1256), Currency (USD), Exchange Rate (1.00000000), *Accounting Date (01/09/2015), Journal Directly, and Range of References.
- Customer Information:** Includes fields for Customer ID, Business Unit, Remit From, Remit SetID, Name, Corporate, Corporate SetID, SubCust1, SubCust2, MICR ID, and Link MICR.
- Detail References:** Includes a table with columns for Qual Code, Reference, and To Reference.

At the bottom of the form, there are buttons for Save, Notify, Refresh, Add, and Update/Display.

WARNING! The **Customer Information** and **Reference Information** sections are not used for Direct Journal deposits. If you deposit an AR Item as a direct journal deposit, it will need to be corrected.

- If you have received a check from an entity and you are unsure whether the amount should be entered as a direct journal or should be deposited as an AR Item, you can verify whether the entity is a customer using the *General Information* search page in the Customers module.

Navigate to Customers, Customer Information, General Information, and use the search fields to search for the entity.

Favorites | Main Menu > Customers > Customer Information > General Information

General Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

SetID: = G1001

Customer ID: begins with

Name 1: contains Hennepin County

Name 2: begins with

Telephone: begins with

City: begins with

State: begins with

Postal Code: begins with

Include History Correct History Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1 of 1 Last

SetID	Customer ID	Name 1	Name 2	Telephone	City	State	Postal Code
G1001	0000000001	Hennepin County	Research, Planning & Dev	(blank) 348-4466	Minneapolis	MN	55487-0238

2. Click on the **Payment Information** section **Plus (+)** button every time you need to add another payment to the deposit and complete the information as described above.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals | Payments

Unit: G1001 Deposit ID: NEXT Date: 01/09/2015 Balance: **Balanced**

Payment Information Find | View | First | 1-2 of 2 | Last

Payment Seq: 1 *Payment ID: CK # 1256 *Accounting Date: 01/09/2015

Amount: 625.00 Currency: USD

Rate Type: CRRNT Exchange Rate: 1.00000000

Payment Predictor Journal Directly Range of References

Payment Method: Check [Attachments \(0\)](#)

Customer Information Find | First | 1 of 1 | Last

Customer ID: Business Unit: Remit From: Remit SetID: Name: Corporate: Corporate SetID: SubCust1: SubCust2: MICR ID: Link MICR

[Detail References](#)

Reference Information Personalize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	To Reference
1		

Payment Seq: 2 *Payment ID: CK # 4598 *Accounting Date: 01/09/2015

Amount: 100.00 Currency: USD

Rate Type: CRRNT Exchange Rate: 1.00000000

Payment Predictor Journal Directly Range of References

Payment Method: Check [Attachments \(0\)](#)

- Use the **Payment Information** section **Arrows** to move between the payments.
 - If you need to delete a payment from the deposit, use the **Payment Information** section **Arrows** to navigate to the payment that must be deleted and click the **Minus (-)** button.
3. After entering all of the payments, click on the **Save** button.
Note: If you accepted the default of “NEXT”, the *Deposit ID* changed from “NEXT” to a unique number after saving the information.

Step 3: Make sure that the Deposit is Balanced

1. After saving the deposit, check to make sure that the deposit is balanced. The *Balance* field in the deposit header should indicate: “Balanced”.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals | Payments

Unit: G1001 Deposit ID: 132950131 Date: 01/09/2015 Balance: **Balanced**

Payment Information Find | View | First | 1-2 of 2 | Last

Payment Seq: 1 *Payment ID: CK # 1256 *Accounting Date: 01/09/2015

Amount: 625.00 Currency: USD

Rate Type: CRRNT Exchange Rate: 1.00000000

Payment Predictor Journal Directly Range of References

Payment Method: Check [Attachments \(0\)](#) [View Audit Logs](#)

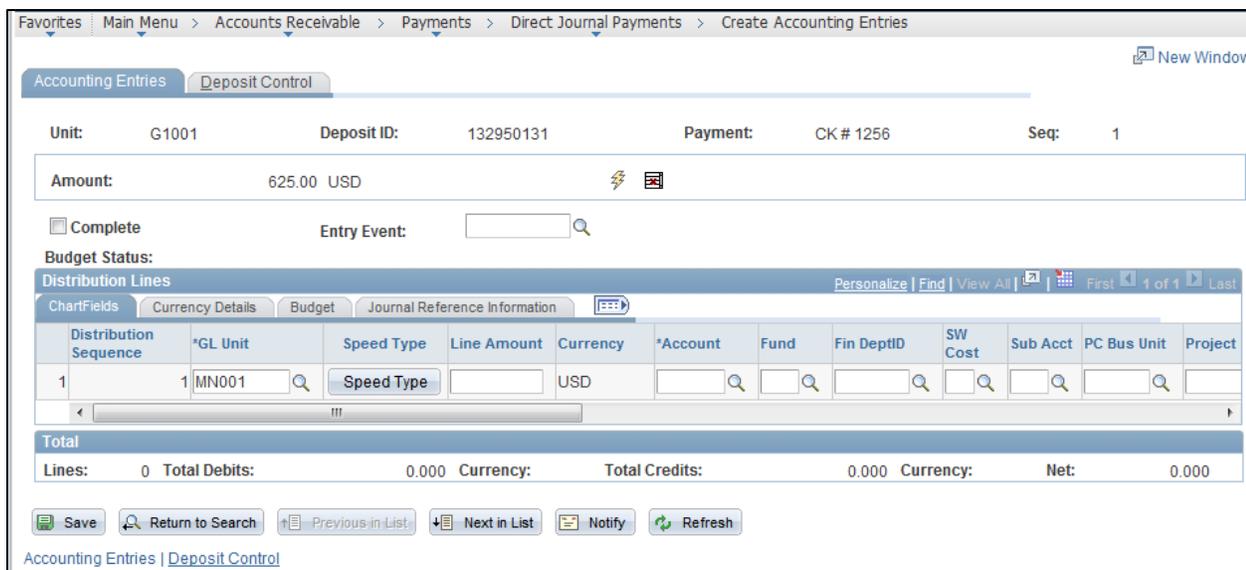
- If the Deposit is not balanced, you must review the information entered on the **Totals** and **Payments** tabs, and make the necessary adjustments before proceeding to the next steps.

Step 4: Create Accounting Entries for the Direct Journal Deposit

Once you have recorded a Direct Journal deposit of miscellaneous cash receipts, you must create accounting entries for the deposit.

Begin by navigating to the *Create Accounting Entries* page.

1. From the *Regular Deposit* page for the deposit, click on Payments, Direct Journal Payments, Create Accounting Entries. The *Create Accounting Entries* search page displays with the *Deposit ID* supplied.
2. Click the **Search** button.
3. If the deposit has more than one payment line, select one of the lines in the *Search Results* list. The *Accounting Entries* page appears. Basic information from the deposit entry displays in the header area.



4. Enter the Primary Journal Line ChartFields and supply appropriate reference Information.

Field Name	Field Description
*GL Unit (Statewide)	There's only one Business Unit for the General Ledger for MN: MN001.
Speed Type (Agency defined)	If using a Speed Type to enter the ChartFields, click on the Speed Type button and the <i>Speed Type</i> key field appears. Enter the Speed Type code or use the <i>Speed Type Key Lookup</i> to search for and select the code. <i>Speed Types</i> simplify the process of generating ChartField entries and ensure consistency and accuracy of recording miscellaneous cash receipts. They are set up for your agency and when entered will automatically populate the valid combination of ChartFields.

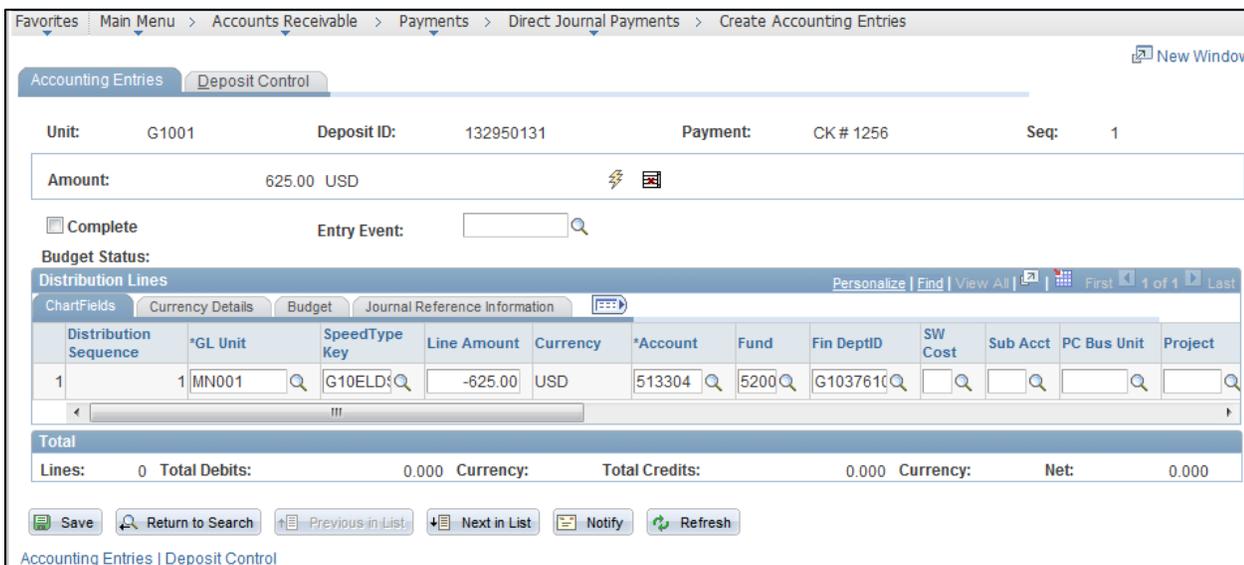


Field Name	Field Description
*Line Amount	When creating accounting lines, the positive or negative status of the line is always the opposite of the Deposit Amount. Enter the <i>Line Amount</i> with the opposite sign of the Deposit amount.
*Account (Statewide)	If you selected a <i>Speed Type</i> , the <i>Account</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select an <i>Account</i> . The <i>Account code</i> classifies the nature of a transaction. The values in this field determine whether it is an asset, liability, equity, revenue or expenditure. The field length is 6 digits. In general, these should either be expense (4xxxxx) or revenue (5 or 6xxxxx) accounts.
*Fund (Statewide)	If you selected a <i>Speed Type</i> , the <i>Fund</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Fund</i> . Fund is the building block of Government Accounting. All transactions in the system must have a valid Fund. Fund examples include: 1000 (General Fund); 2000 (Restricted Misc. Special Revenue); 3000 (Federal). The field length is 4 digits.
*Fin Dept ID (Statewide)	If you selected a <i>Speed Type</i> , the <i>Fin Dept ID</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Fin Dept ID</i> . The <i>Fin Dept ID</i> (Financial Department Identifier, also called Department ID) represents the organizational function to which revenues and other activities must be applied. Combined with other ChartField values, Department IDs form the basis of department budgets that track revenues and expenditures. The field length is 8 alpha-numeric characters.
Statewide Cost (Statewide)	If you selected a <i>Speed Type</i> , the <i>Statewide Cost</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Statewide Cost</i> . <i>Statewide Cost</i> is used for costs associated with disaster relief. Typically, there will be a SWIFT communication instructing agencies when a code should be used.
Sub Acct (Statewide)	If you selected a <i>Speed Type</i> , the <i>Sub Acct</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Sub Acct</i> . A <i>Sub Acct</i> is a small segment of an account that an agency may choose to funnel funds into.

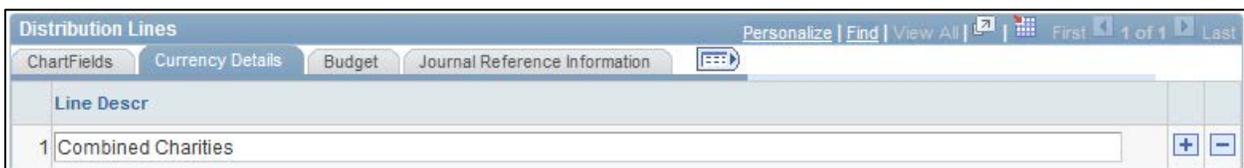


Field Name	Field Description
<p>PC Bus Unit (Projects/Grants, Agency-defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>PC Bus Unit</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>PC Bus Unit</i>.</p> <p>The <i>PC Bus Unit</i> is a required field if using Project coding and is set up by the agency. This field should only be entered if Project Coding applies.</p>
<p>Project (Project/Grants, Agency-defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>Project</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Project</i>.</p> <p><i>Project IDs</i> are defined by your agency. They are used to track project and grant transactions. The field length is 15 alpha-numeric characters.</p>
<p>Activity (Project/Grants, Agency-defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>Activity</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select an <i>Activity</i>.</p> <p>The <i>Activity</i> is a required field if using Project coding and is set up by the agency. It is used to track a specific task within a Project. This field should only be entered if Project Coding applies.</p>
<p>Source Type (Agency Defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>Source Type</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Source Type</i>.</p> <p>The <i>Source Type</i> is a required field if using Project coding and is set up by the agency. This field should only be entered if Project coding applies.</p>
<p>Category (Agency Defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>Category</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Category</i>.</p> <p>Categories are a tier of revenue or costs that agencies track. Also a project costing ChartField. Agencies define these.</p>
<p>Subcategory (Agency Defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>Subcategory</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select a <i>Subcategory</i>.</p> <p>Subcategories are a smaller breakdown of the class of transaction. Agencies define these. It is also a project costing ChartField.</p>
<p>Agency Cost 1 Agency Cost 2 (Agency-defined)</p>	<p>If you selected a <i>Speed Type</i>, the <i>Agency Cost</i> fields may populate automatically. You can also enter them manually or click on the Lookup icon to select an <i>Agency Cost 1</i> and/or an <i>Agency Cost 2</i>.</p> <p><i>Agency Cost 1</i> and <i>Agency Cost 2</i> are agency specific fields and will be used at the agency's discretion.</p>

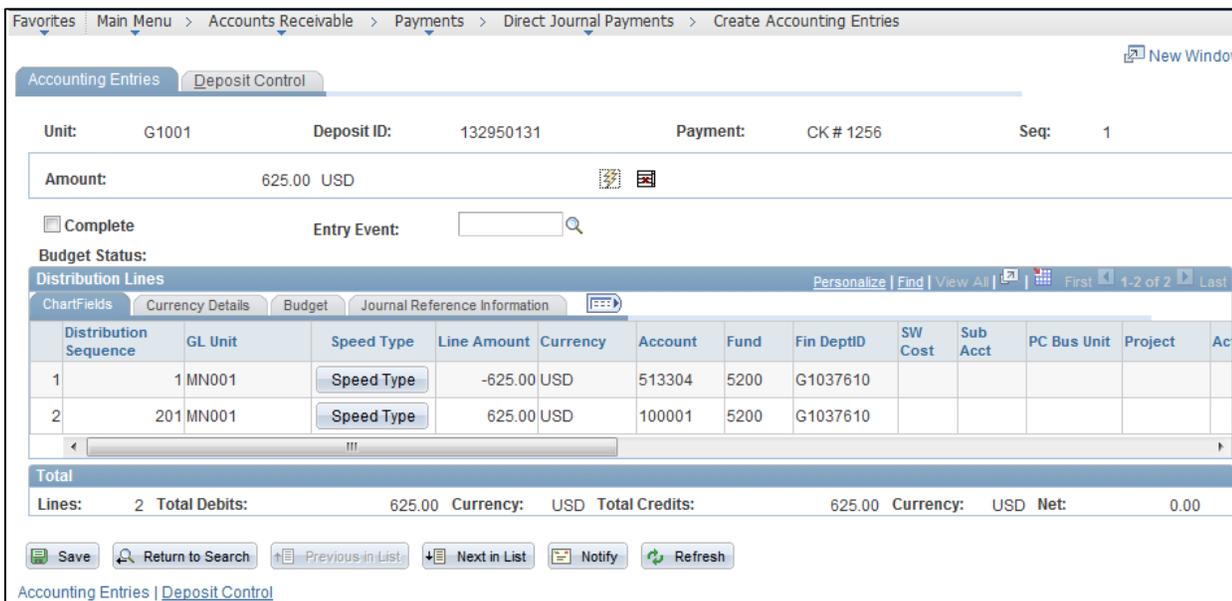
Field Name	Field Description
*Approp ID (Statewide)	If you selected a <i>Speed Type</i> , the <i>Approp ID</i> field may populate automatically. You can also enter it manually or click on the Lookup icon to select an <i>Approp ID</i> . The <i>Approp ID</i> represents a single appropriation account that controls the total amount of an agency's expenditures. The <i>Approp ID</i> is unique for every appropriation budget in SWIFT. The <i>Approp ID</i> is a 7-character alphanumeric identifier.
Affil (Not Used)	This is not an entry field in Minnesota.
Fund Affil (Not Used)	This is not an entry field in Minnesota.
Status (Display only)	Status displays where the accounting entries are in the set up process. Options viewed in the column include: -- Not Edited: entries have not been saved. -- Errors: entries attempted to be saved but prevented because of errors. You must first resolve errors before a save is completed. -- Complete: you created valid accounting entries.
Type (Display only)	<i>Type</i> initially displays "User". After you generate your cash entries by clicking on the Create button (Lightning Bolt), the <i>Type</i> displays "CASH".



5. Click on the **Currency Details** tab and enter a description of the journal line in the *Line Descr* field.



6. Optionally, click on the **Budget** tab and enter a *Budget Date*. The *Budget Date* defaults to the current date. You would change this date if you are depositing the amount to a different budget period than what you are currently in.
7. Optionally, click on the **Journal Reference Information** tab and enter an additional description for the distribution line.
8. If there is more than one Distribution Line for the payment, click on the **Plus (+)** button and enter the line as described above.
 - The sum of the Distribution Lines must equal the Payment Amount.
 - The **Minus (-)** button can be used to delete a Distribution Line.
9. After you have entered the Distribution Line(s) for the payment, click on the **Save** button.
10. Generate the offset cash entry by clicking on the **Create (Lightning Bolt)** icon. The offset entry records the cash as a positive amount in the appropriate Account 100001 and offsets the revenue line.
Note: The **Delete** icon displays next to the **Create** icon. It can be used to remove the offset entry.



Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 132950131 Payment: CK # 1256 Seq: 1

Amount: 625.00 USD

Complete Entry Event:

Budget Status:

Distribution Lines

Distribution Sequence	GL Unit	Speed Type	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Ac
1	1 MN001	Speed Type	-625.00	USD	513304	5200	G1037610					
2	201 MN001	Speed Type	625.00	USD	100001	5200	G1037610					

Total

Lines: 2 Total Debits: 625.00 Currency: USD Total Credits: 625.00 Currency: USD Net: 0.00

Save Return to Search Previous in List Next in List Notify Refresh

- If you receive the below error message indicating that the credits do not equal the payment amount, you most likely forgot to enter the revenue line as an opposite amount to that of the deposit. You'll need to click on the **OK** button and fix the error before proceeding to the next step.

Message

Credits do not equal the payment amount. (6040,712)

The revenue lines must offset the payment amount before you can create the cash line.

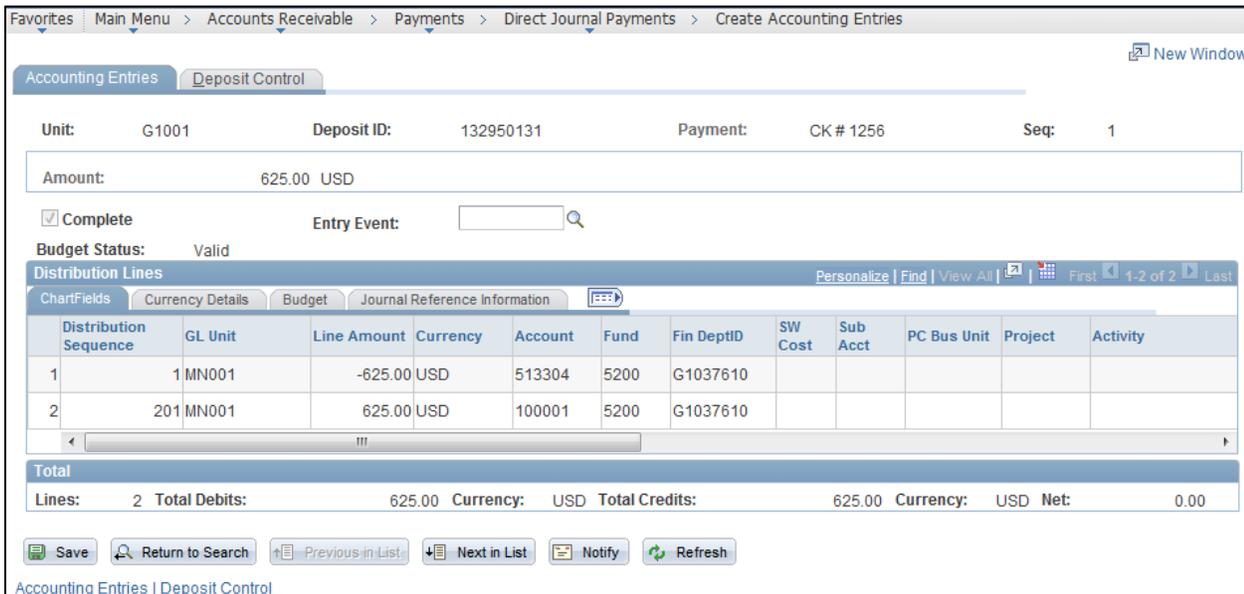
11. After you have entered all of your accounting lines and generated your offset cash line, click on the **Complete** checkbox.

Note: The *Entry Event* field is not used in Minnesota.

12. Click on the **Save** button. The **Delete** icon becomes the **Budget Check** icon (Magnifying Glass). You must always click the **Save** button after checking the **Complete** checkbox.

13. Click on the **Budget Check** icon.

- If the Budget Check is successful you may proceed to the next step. Notice that the *Budget Status* indicator below the **Complete** checkbox will display "Valid". The **Budget** tab also displays the budget status, along with the date the budget check occurred unless a Budget Date had been entered manually prior to the check.
- **Note:** When a direct journal deposit has the *Complete* box checked and greyed out with a Budget Status of "Valid", it can no longer be changed or deleted.



Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 132950131 Payment: CK # 1256 Seq: 1

Amount: 625.00 USD

Complete Entry Event:

Budget Status: Valid

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	1 MN001	-625.00	USD	513304	5200	G1037610					
2	201 MN001	625.00	USD	100001	5200	G1037610					

Total
Lines: 2 Total Debits: 625.00 Currency: USD Total Credits: 625.00 Currency: USD Net: 0.00

Save Return to Search Previous in List Next in List Notify Refresh

- If the Budget Check was not successful, you will receive the below error message indicating that budget checking errors were logged for this document and requiring you to check the budget exception page to view them. After clicking on the **OK** button, the Budget Status indicator will display "Error". Refer to the "[Correcting Direct Journal Budget Errors](#)" topic for the procedure to fix the error.

Message

Budget Checking Errors Exist (18021,91)

Budget checking errors were logged for this document. Please check the budget exception page to view them.

14. If there was more than one deposit payment, click on the **Next in List** button and process the remaining line(s) as described previously in this topic.

Favorites Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Accounting Entries Deposit Control

Unit: G1001 Deposit ID: 132950167 None Applied [View Audit Logs](#) [Delete Deposit](#)

Accounting Date: 05/04/2016 Control Currency: USD
 Bank Code: US002 INTERSTATE Format Currency: USD
 Bank Account: RH Rate Type: CRRNT
 Deposit Type: C CR Exchange Rate: 1.00000000
 MIDAS Location: G10000RH STPAUL-FINANCE DEPT

Control Totals		Control Data	
Control Total Amount:	1,625.00	Count:	2
Entered Total Amount:	1,625.00	Count:	2
Difference Amount:	0.000	Count:	0
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	625.00	Count:	1

Received: 05/04/2016
 Entered: 05/04/2016
 Posted:
 Assigned: 00637298
 User: 00637298

[Save](#) [Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#) [Refresh](#)

[Accounting Entries](#) | [Deposit Control](#)

Note

- The accounting entries that you entered will be applied to the General Ledger in the overnight batch process.
- You can verify that all entries for the direct journal deposit have been completed by navigating to the *All Deposits* page for the deposit. Refer to the [“Verifying Deposits are Complete”](#) topic for instructions.
- When a direct journal deposit has the *Complete* box checked and greyed out with a Budget Status of “Valid”, it can no longer be changed or deleted. Refer to the [“Reversing A Direct Journal Deposit”](#) and [“Correcting a Direct Journal Deposit by Creating a Zero Dollar Deposit”](#) topics.
- There are many SWIFT Inquiries that can be used to identify deposits that failed budget check and still need work. These inquiries should be run on a regular basis. Refer to the [“SWIFT Inquiries for Clean-Up and Review”](#) topic for assistance.

Having completed this topic, you should now be able to:

- Create a Direct Journal Deposit

Creating a Wire Deposit for a Direct Journal

Topic Overview

Wire deposits are received by the Treasurer's Division of MMB (Treasurer) first from the bank. To record these receipts, you will partially enter a regular deposit for the direct journal, making sure to use the "W" (Wire) deposit type. When the "wire" deposit type is used, the transaction is routed through workflow to the Treasurer for approval. After the wire deposit has been approved, you will need to go back to the deposit and edit the **Payments** tab by unchecking the "Payment Predictor" option and checking the "Journal Directly" option. You will then complete the Accounting Entries for the deposit as you would normally.

If you need to process a wire deposit for an AR Item, refer to the "[Creating a Wire Deposit for an AR Item](#)" topic.

After completing this topic, you should be able to:

- Process a wire deposit for a direct journal

Process Steps

Create a Wire Deposit for a Direct Journal

This topic covers how to enter a wire deposit that has been received by the Treasurer first from the bank.

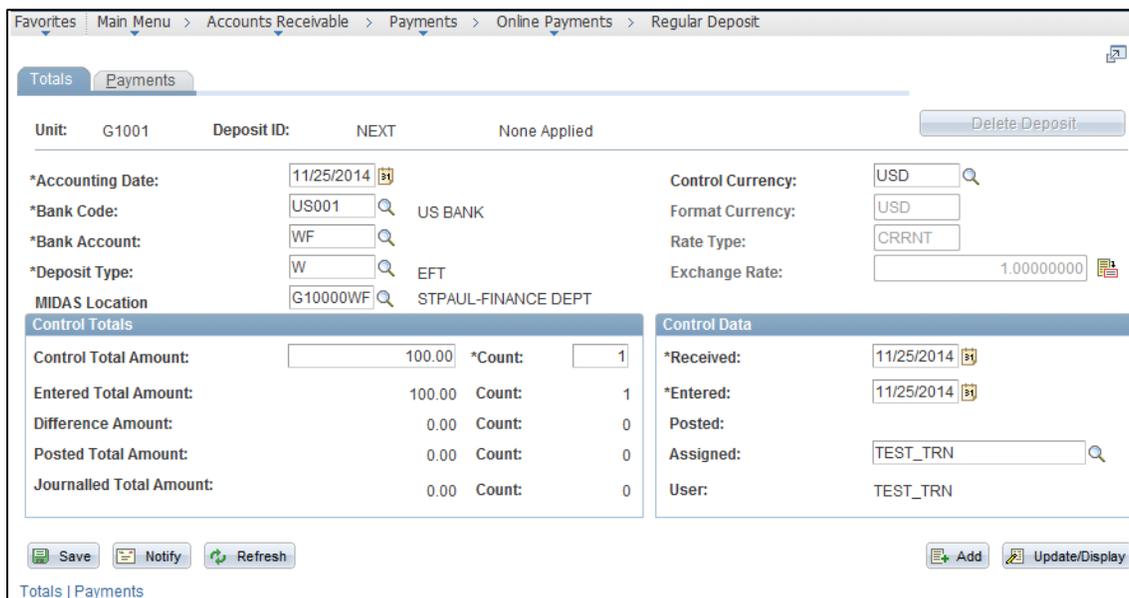
Steps to complete:

- Step 1: Partially Complete the Regular Deposit Entry pages
- Step 2: Monitor the Approval Workflow
- Step 3: Complete the Deposit

Step 1: Partially Complete the Regular Deposit Entry pages

First you will partially complete the *Regular Deposit Entry* pages. Begin by navigating to the *Regular Deposit* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab to begin creating the new deposit.
3. Accept the default *Deposit Unit* or enter the **Deposit Unit**. This is a required field.
4. Accept the default of "NEXT" in the *Deposit ID* field and SWIFT will automatically assign the next number available after you save the deposit. You can also enter your own.
5. Click the **Add** button and the *Totals* page displays.
6. Complete the **Totals** tab fields as you would normally, making sure to select **"W"** for the **Deposit Type**. The "W" will trigger an automatic workflow to the Treasurer for approval after you save.

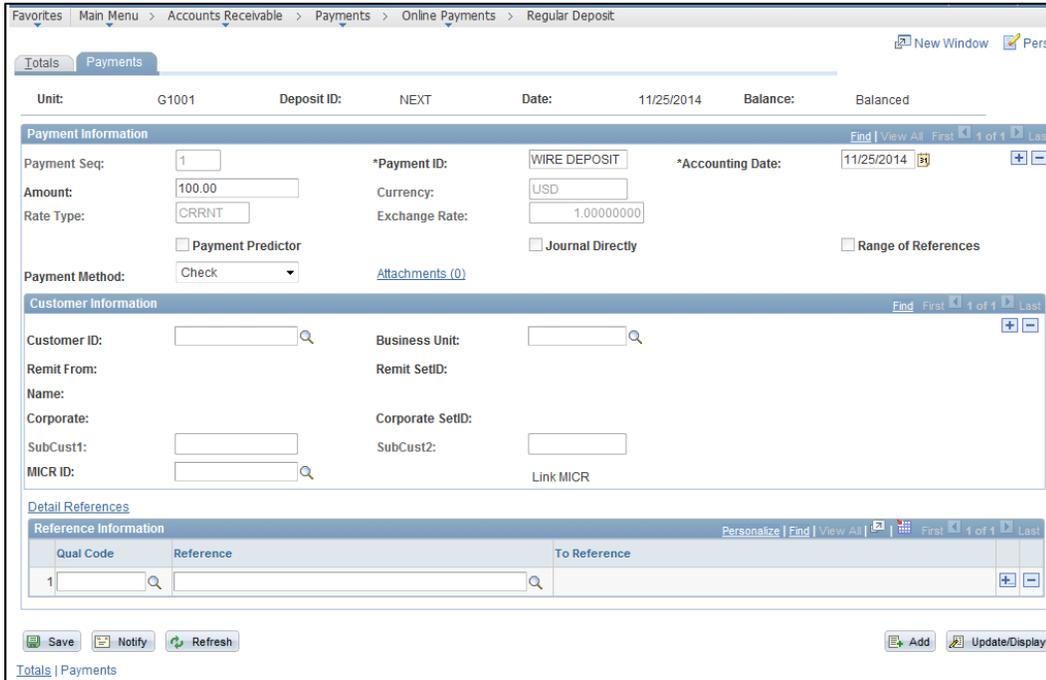


The screenshot shows the 'Regular Deposit' entry form with the following details:

- Unit:** G1001
- Deposit ID:** NEXT
- Accounting Date:** 11/25/2014
- Bank Code:** US001 (US BANK)
- Bank Account:** WF
- Deposit Type:** W (EFT)
- MIDAS Location:** G10000WF (STPAUL-FINANCE DEPT)
- Control Currency:** USD
- Format Currency:** USD
- Rate Type:** CRRNT
- Exchange Rate:** 1.00000000

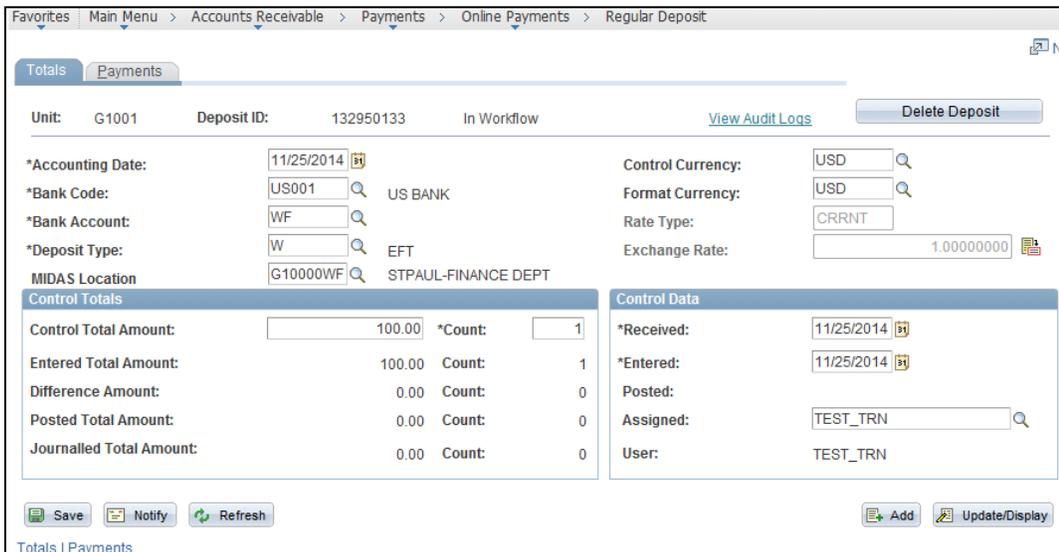
Control Totals		Control Data	
Control Total Amount:	100.00	*Count:	1
Entered Total Amount:	100.00	*Received:	11/25/2014
Difference Amount:	0.00	*Entered:	11/25/2014
Posted Total Amount:	0.00	Posted:	
Journalled Total Amount:	0.00	Assigned:	TEST_TRN
		User:	TEST_TRN

- Enter the applicable payment amounts for each line on the **Payments** tab.
Note: You should not select the Journal Directly option at this point. (This option should not be available for editing.)



The screenshot shows the 'Payments' tab in the SWIFT Accounts Receivable system. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit. The 'Totals' and 'Payments' tabs are visible at the top. The main header shows: Unit: G1001, Deposit ID: NEXT, Date: 11/25/2014, Balance: Balanced. Below this, there are sections for 'Payment Information', 'Customer Information', and 'Detail References'. The 'Payment Information' section includes fields for Payment Seq (1), Amount (100.00), Rate Type (CRRNT), Payment Method (Check), and various other options like Payment Predictor, Journal Directly, and Range of References. The 'Customer Information' section has fields for Customer ID, Business Unit, Remit From, Remit SetID, Name, Corporate, Corporate SetID, SubCust1, SubCust2, MICR ID, and Link MICR. The 'Detail References' section shows a table with columns for Qual Code, Reference, and To Reference. At the bottom, there are buttons for Save, Notify, Refresh, Add, and Update/Display.

- WARNING!** Do not save the deposit until you are sure that the information is correct. You cannot make changes to the deposit after you save. After verifying the deposit, click on the **Save** button. The **Totals** tab displays "In Workflow" in the Deposit header. You will not be able to change anything at this point.
 - When a deposit is in workflow, it should NOT be deleted under any circumstance, as this creates issues with the workflow.



The screenshot shows the 'Payments' tab in the SWIFT Accounts Receivable system, now in 'In Workflow' status. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit. The main header shows: Unit: G1001, Deposit ID: 132950133, In Workflow, View Audit Logs, and Delete Deposit. Below this, there are sections for 'Control Totals' and 'Control Data'. The 'Control Totals' section shows a table with columns for Control Total Amount, Entered Total Amount, Difference Amount, Posted Total Amount, Journalled Total Amount, and Count. The 'Control Data' section includes fields for *Accounting Date, *Bank Code, *Bank Account, *Deposit Type, MIDAS Location, Control Currency, Format Currency, Rate Type, Exchange Rate, *Received, *Entered, Posted, Assigned, and User. At the bottom, there are buttons for Save, Notify, Refresh, Add, and Update/Display.

Step 2: Monitor the Approval Workflow

The next step is for the Treasurer to approve the deposit. After it has been approved your deposit will have a “Complete” status. At this point you will be able finish processing the deposit. If the deposit is not approved, you’ll need to work with the Treasurer to resolve the issues.

There are a few ways to check for approval:

- Check your Workflow list. After the transaction is approved, it will appear in your workflow, indicating “Transaction Approved.”



The screenshot shows a web application interface titled "Worklist" for user "TEST_TRN: Test Trainer ID". It features a table of "Worklist Items" with columns: From, Date From, Work Item, Worked By Activity, Priority, and Link. One item is visible: Eichinger, Michelle S. on 11/25/2014, with a "Transaction Approved" work item and "Approval Workflow" activity. The priority is "3-Low". A link to the deposit details is provided, along with "Mark Worked" and "Reassign" buttons.

- Navigate to the Deposit and check to see if the status is “Complete” in the header of the **Totals** tab. (**Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.)
- Run the following Query: M_AR_GBL_DEPOSITS_IN_WORKFLOW. This query will provide a list of deposits in workflow. If the deposit is not in the results from the query, then it has been approved.

M_AR_GBL_DEPOSITS_IN_WORKFLOW- Deposits that need approval

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (5 kb)

View All First 1-14 of 14 Last

	Unit	Deposit ID	Deposit Type	Bank	Account	MIDAS Loc	Control Total Amt	Acctg Date	Received	Entered	User	Deposit Status
1	G1001	1014	W	US001	WF	G10000WF	293060.720	07/01/2013	07/01/2013	07/01/2013	00238950	In Workflow
2	G1001	1071	W	US001	WF	G10000WF	831247.780	08/01/2013	08/01/2013	08/01/2013	00238950	In Workflow
3	G1001	1107	W	US001	WF	G10000WF	71550.500	08/15/2013	08/15/2013	08/15/2013	00238950	In Workflow
4	G1001	1159	W	US001	WF	G10000WF	107790.450	09/16/2013	09/16/2013	09/16/2013	00238950	In Workflow
5	G1001	1182	W	US001	WF	G10000WF	31570.060	10/01/2013	10/01/2013	10/01/2013	00238950	In Workflow

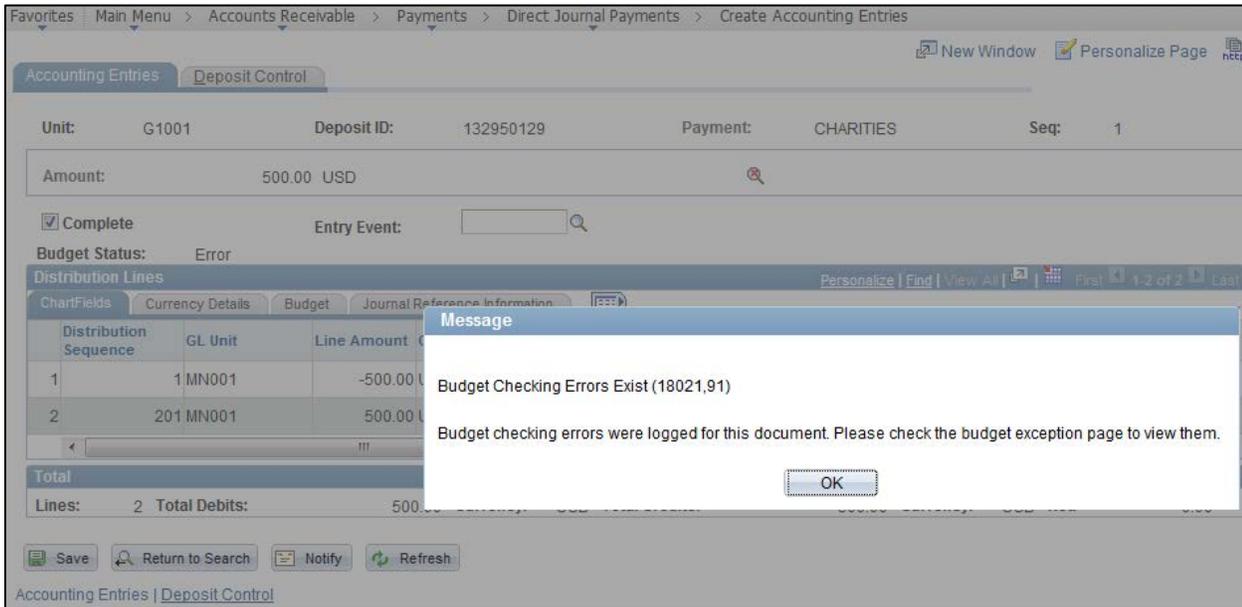
Step 3: Complete the Deposit

After the wire deposit has been approved, you will need to go back to the deposit and edit the **Payments** tab by unchecking the “Payment Predictor” option and checking the “Journal Directly” option. You will then complete the Accounting Entries for the deposit as you would normally. For assistance, refer to the [“Creating a Direct Journal Deposit Entry”](#).

Correcting Direct Journal Budget Errors

Topic Overview

While entering Accounting Entries for direct journal deposits, you may receive the below message indicating that budget checking errors exist and instructing you to check the budget exception page to view the errors.



The screenshot shows the 'Create Accounting Entries' window in the SWIFT system. The 'Deposit Control' tab is active. The 'Unit' is G1001, 'Deposit ID' is 132950129, and 'Payment' is CHARITIES. The amount is 500.00 USD. A 'Message' dialog box is overlaid on the screen, displaying the following text:

Message

Budget Checking Errors Exist (18021,91)

Budget checking errors were logged for this document. Please check the budget exception page to view them.

OK

The background window shows a 'Distribution Lines' table with the following data:

Distribution Sequence	GL Unit	Line Amount
1	1 MN001	-500.00
2	201 MN001	500.00
Total		
Lines: 2	Total Debits:	500.00

This topic covers the steps to resolve budget errors for direct journal deposits.

After completing this topic, you should be able to:

- Correct Budget Check Errors for Direct Journal Deposits

Process Steps

Correct Direct Journal Deposit Budget Errors

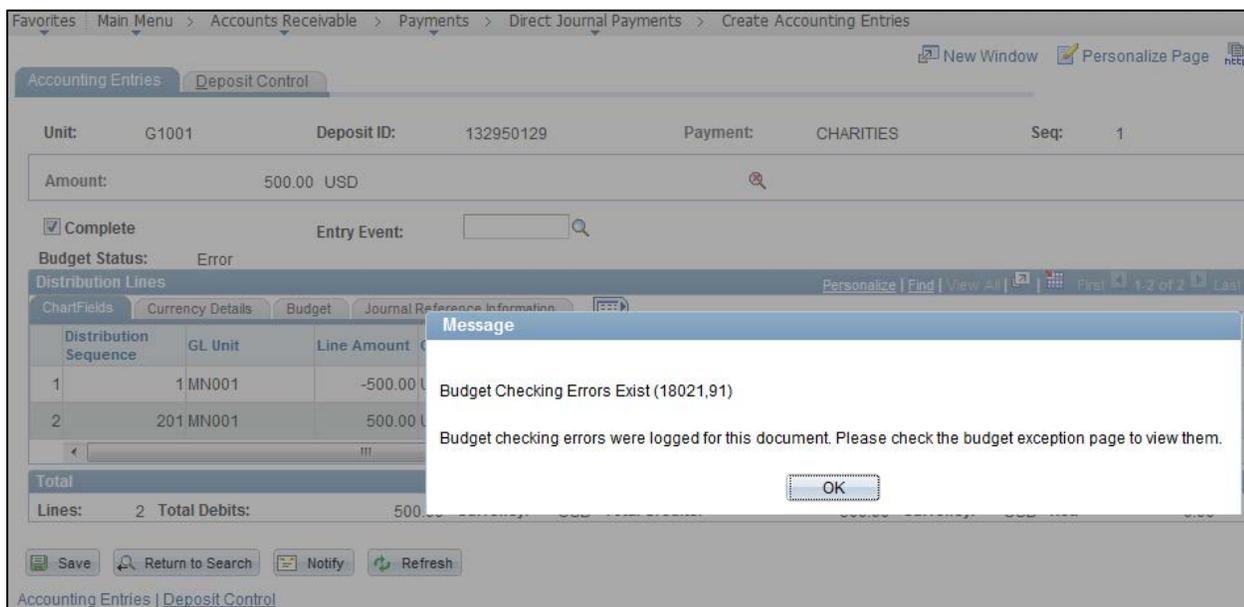
This topic covers how to correct budget errors that occur while entering the *Accounting Entries* page information before the transaction posted.

Steps to complete:

- Step 1: View the Budget Check Error Message
- Step 2: Correct the Error on the Create Accounting Entries Page, if Possible
- Step 3: View more Error Information from the Modify Accounting Entries page
- Step 4: Uncheck the Complete Box from the Modify Accounting Entries page
- Step 5: Correct the Budget Check Error on the Create Accounting Entries page

Step 1: View the Budget Check Error Message

After clicking on the **Budget Check** icon on the *Accounting Entries* page, you may receive the below message indicating that budget checking errors exist and instructing you to check the budget exception page to view the errors.



The screenshot shows the 'Create Accounting Entries' page in the SWIFT system. The page displays the following information:

- Unit: G1001, Deposit ID: 132950129, Payment: CHARITIES, Seq: 1
- Amount: 500.00 USD
- Complete
- Budget Status: Error

A 'Message' dialog box is overlaid on the page, containing the following text:

Budget Checking Errors Exist (18021,91)
Budget checking errors were logged for this document. Please check the budget exception page to view them.

The dialog box has an 'OK' button at the bottom right.

The background page shows a 'Distribution Lines' table with the following data:

Distribution Sequence	GL Unit	Line Amount
1	1 MN001	-500.00
2	201 MN001	500.00
Total		
Lines: 2	Total Debits:	500.00

1. Click on the **OK** button.

Step 2: Correct the Error on the Create Accounting Entries Page, if Possible

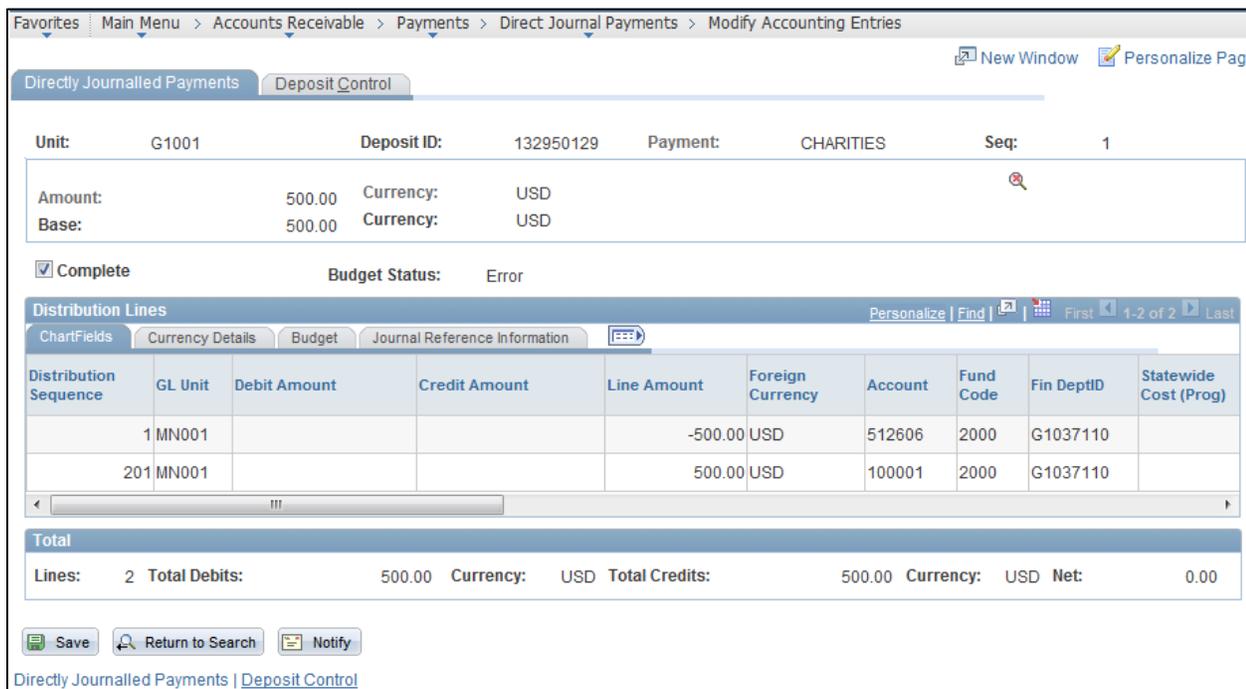
Review the accounting entries. If you determine that you entered a typo while creating the accounting entries, you can fix the error without leaving *Create Accounting Entries* page.

1. Uncheck the **Complete** box.
2. Click on the **Save** button.
3. Delete the Offset Cash Entry line by clicking on the **red “X”** next to the **Lightning Bolt** icon.
4. Enter the correct ChartFields.
5. Reprocess the accounting entries as you would normally (create the offset cash entry, check the **Complete** box, save, and budget check).

Step 3: View more Error Information from the Modify Accounting Entries page

If you are not able to determine the cause of the error from the *Create Accounting Entries* page, you’ll need to navigate to the *Modify Accounting Entries* page to view more information about the error.

1. **Navigation Links:** Accounts Receivable, Payments, Direct Journal Payments, Modify Accounting Entries.
2. If you navigated to the *Modify Accounting Entries* page directly from the *Accounting Entries* page for the deposit, the **Directly Journalled Payments** tab for the Deposit displays. If not, you’ll need to search for and select the deposit from the search results.



Unit: G1001 Deposit ID: 132950129 Payment: CHARITIES Seq: 1

Amount: 500.00 Currency: USD
 Base: 500.00 Currency: USD

Complete Budget Status: Error

Distribution Sequence	GL Unit	Debit Amount	Credit Amount	Line Amount	Foreign Currency	Account	Fund Code	Fin DeptID	Statewide Cost (Prog)
1	MN001			-500.00	USD	512606	2000	G1037110	
201	MN001			500.00	USD	100001	2000	G1037110	

Total

Lines: 2 Total Debits: 500.00 Currency: USD Total Credits: 500.00 Currency: USD Net: 0.00

Buttons: Save, Return to Search, Notify

3. Click on the **Budget Check Options** icon (the magnifying glass with the red “X”, indicating that there is a budget error).

- At the *Commitment Control* page, click on the “**Go to Transaction Exceptions**” hyperlink. The *Misc. Payment Exceptions* page displays.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Modify Accounting Entries

Commitment Control

Commitment Control Details

Source Transaction Type: Miscellaneous Payment
Budget Checking Header Status: Error in Budget Check
Commitment Control Amount Type: Actuals, Recognize and Collect
Commitment Control Tran ID: 0025655734
Commitment Control Tran Date: 12/03/2014

Override Transaction

[Budget Check](#) ⓘ

[Go to Transaction Exceptions](#) [Go To Activity Log](#)

[OK](#) [Cancel](#)

- On the **Budget Override** tab, view the **Exception** column information.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Modify Accounting Entries > Direct Journal

New Window Personalize

Misc. Payment Exceptions Line Exceptions

Deposit Unit: G1001 **Deposit ID:** 132950129 **Payment Sequence:** 1

***Exception Type:** Error Override Transaction ⓘ

Maximum Rows: 100 More Budgets Exist

[Search](#) [Advanced Budget Criteria](#)

Budgets with Exceptions

Personalize | Find | View All | First | 1 of 1 | Last

Budget Override Budget Chartfields ⓘ

	Details	Business Unit	Ledger Group	Exception	More Detail	Override Budget	Transfer
1	🔍	MN001	KK_REVENUE	No Budget Exists	More Detail	<input type="checkbox"/>	Go To ... 📄

In this example, “No Budget Exists” is displayed. You will need to do some research to determine the problem. This may include contacting staff in your agency such as a budget coordinator. This error message most often indicates:

Issue	Resolution
Budget has not been set up	In this case, after the revenue budget is set up by staff with the appropriate role, you follow the instructions in Step 2 to Uncheck the Complete box and budget check the transaction from the <i>Create Accounting Entries</i> page for the deposit and the error will disappear.
ChartFields were entered incorrectly (most commonly the Approp ID)	After identifying the correct ChartFields, proceed to the next step of this topic to clear the error.
Budget Date may not have been coded to the correct budget	After identifying the correct ChartFields, proceed to the next step of this topic to clear the error.

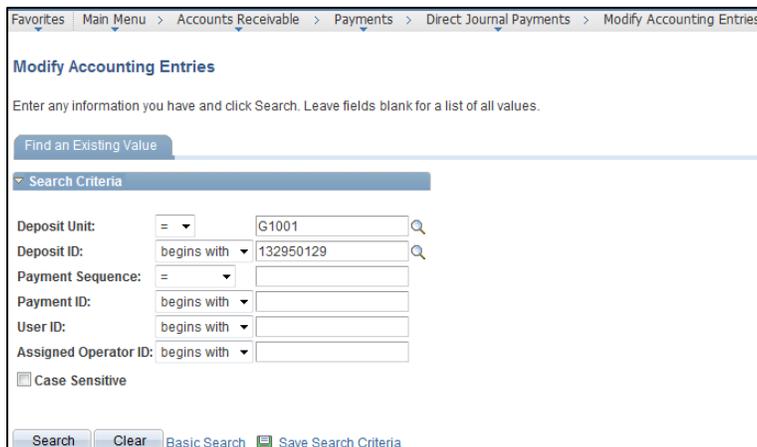
6. Optionally, click on the **Show All Columns** icon to view all of the ChartFields entered.

Budgets with Exceptions												
Details	Business Unit	Ledger Group	Exception	More Detail	Override Budget	Transfer	Fund	Fin DeptID	AppropID	Account	Budget Period	
1	MN001	KK_REVENUE	No Budget Exists	More Detail	<input type="checkbox"/>	Go To ...	2000	G1037110	G100018	512606	2015	

Step 3: Uncheck the Complete Box from the Modify Accounting Entries page

To resolve the budget check error, begin by navigating to the *Modify Accounting Entries* page for the deposit.

- Navigation Links:** Accounts Receivable, Payments, Direct Journal Payments, Modify Accounting Entries.
- At the *Modify Accounting Entries* search page, accept the default *Deposit Unit* or enter a *Deposit Unit*.
- Enter the *Deposit ID* for the deposit in error.



The screenshot shows the 'Modify Accounting Entries' search interface. It includes a search criteria section with the following fields:

- Deposit Unit: = G1001
- Deposit ID: begins with 132950129
- Payment Sequence: =
- Payment ID: begins with
- User ID: begins with
- Assigned Operator ID: begins with

There is also a 'Case Sensitive' checkbox and buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.

4. Click on the **Search** button. The *Directly Journalled Payments* page appears.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Modify Accounting Entries

Directly Journalled Payments | Deposit Control

Unit: G1001 Deposit ID: 132950129 Payment: CHARITIES Seq: 1

Amount: 500.00 Currency: USD

Base: 500.00 Currency: USD

Complete Budget Status: Error

Distribution Lines

Distribution Sequence	GL Unit	Debit Amount	Credit Amount	Line Amount	Foreign Currency	Account	Fund Code	Fin DeptID	Statewide Cost (Prog)
1	MN001			-500.00	USD	512606	2000	G1037110	
201	MN001			500.00	USD	100001	2000	G1037110	

Total

Lines: 2 Total Debits: 500.00 Currency: USD Total Credits: 500.00 Currency: USD Net: 0.00

Save Return to Search Notify

Directly Journalled Payments | Deposit Control

5. Uncheck the **Complete** checkbox.

6. A warning displays requesting that you use the *Direct Journal Entry* panel to update the incomplete accounting entries. Click on the **OK** button.

Message

Warning -- Please use Direct Journal Entry panel to update the incomplete accounting entries. (6040,727)

Incomplete direct Journal accounting entries can be updated in the Direct Journal Entry panel. Direct Journal Review panel is used for reviewing complete accounting entries only.

OK

The Complete box should be unchecked and the Budget Status should display "Not Chk'd" but changes cannot be made here.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Modify Accounting Entries

Directly Journalled Payments | Deposit Control

Unit: G1001 Deposit ID: 132950129 Payment: CHARITIES Seq: 1

Amount: 500.00 Currency: USD
 Base: 500.00 Currency: USD

Complete Budget Status: Not Chk'd

Distribution Lines

Distribution Sequence	GL Unit	Debit Amount	Credit Amount	Line Amount	Foreign Currency	Account	Fund Code	Fin DeptID	Statewide Cost (Prog)
1	MN001			-500.00	USD	512606	2000	G1037110	
201	MN001			500.00	USD	100001	2000	G1037110	

Total

Lines: 0 Total Debits: 500.00 Currency: USD Total Credits: 500.00 Currency: USD Net: 0.00

Save Return to Search Notify

Directly Journalled Payments | Deposit Control

Step 4: Correct the Budget Check Error on the Create Accounting Entries page

Next, you will correct the budget check errors from the *Create Accounting Entries* page.

1. **Navigation Links:** Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries.
2. If you navigate directly from the **Directly Journalled Payments** tab for the deposit in error, the *Create Accounting Entries* page for the deposit displays. If not, you'll need to search for the deposit.
3. At the *Accounting Entries* page, delete the cash entry side of the transaction by clicking on the **Delete** icon (the icon with the red "X" located next to the **Lightning Bolt** icon).

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 132950129 Payment: CHARITIES Seq: 1

Amount: 500.00 USD

Complete Entry Event:

Budget Status: Not Chk'd

Distribution Lines

Distribution Sequence	*GL Unit	Speed Type	Line Amount	Currency	*Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project
1	MN001	Speed Type	-500.00	USD	512606	2000	G1037110				

Total

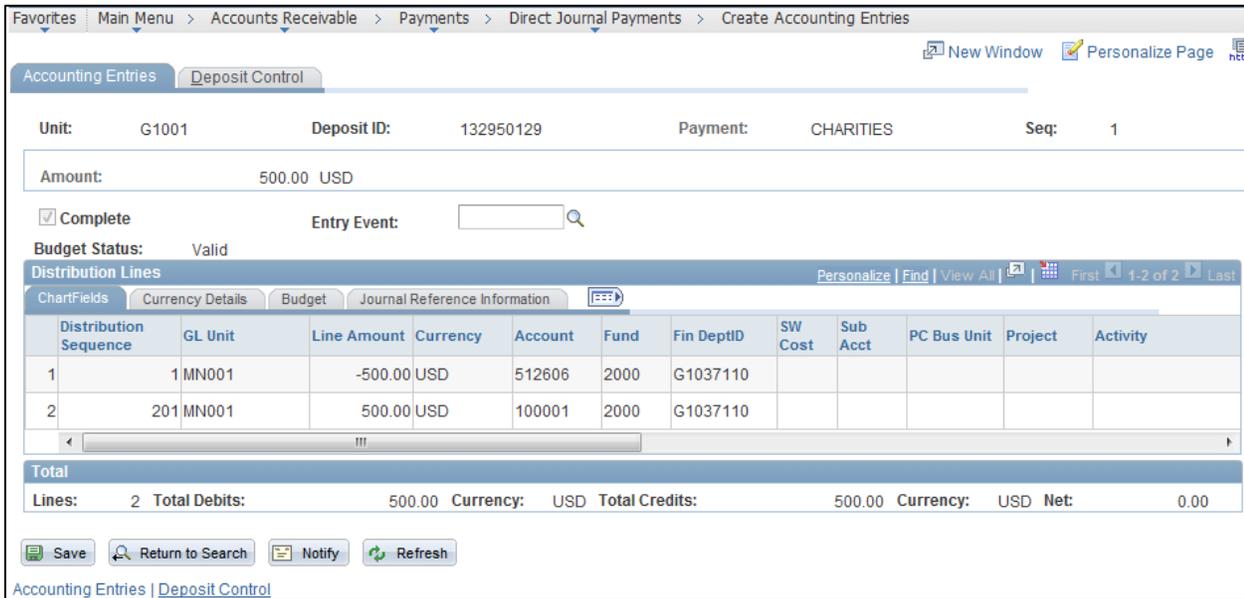
Lines: 1 Total Debits: 0.00 Currency: USD Total Credits: 500.00 Currency: USD Net: -500.00

Save Return to Search Notify Refresh

Accounting Entries | Deposit Control

4. The ChartFields are now available for editing. Enter the correct ChartFields. In this example, the *Approp ID* needs to be corrected.

- After you correct the ChartField error, process the direct journal as you would normally. Generate the offset cash entry by clicking on the **Create (Lightning Bolt)** icon. The offset entry records the cash as a positive amount in the appropriate Account 100001 and offsets the revenue line.



Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 132950129 Payment: CHARITIES Seq: 1

Amount: 500.00 USD

Complete Entry Event:

Budget Status: Valid

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	1 MN001	-500.00	USD	512606	2000	G1037110					
2	201 MN001	500.00	USD	100001	2000	G1037110					

Total

Lines: 2 Total Debits: 500.00 Currency: USD Total Credits: 500.00 Currency: USD Net: 0.00

Save Return to Search Notify Refresh

- Click on the **Complete** checkbox.
- Click on the **Save** button. The **Delete** icon becomes the **Budget Check** icon. (You must always click the **Save** button after checking the **Complete** checkbox.)
- Click on the **Budget Check** icon.
The Budget Status Indicator should display "Valid". If another budget error occurs, you'll need to repeat the steps in this topic.
- Click on the **Save** button.

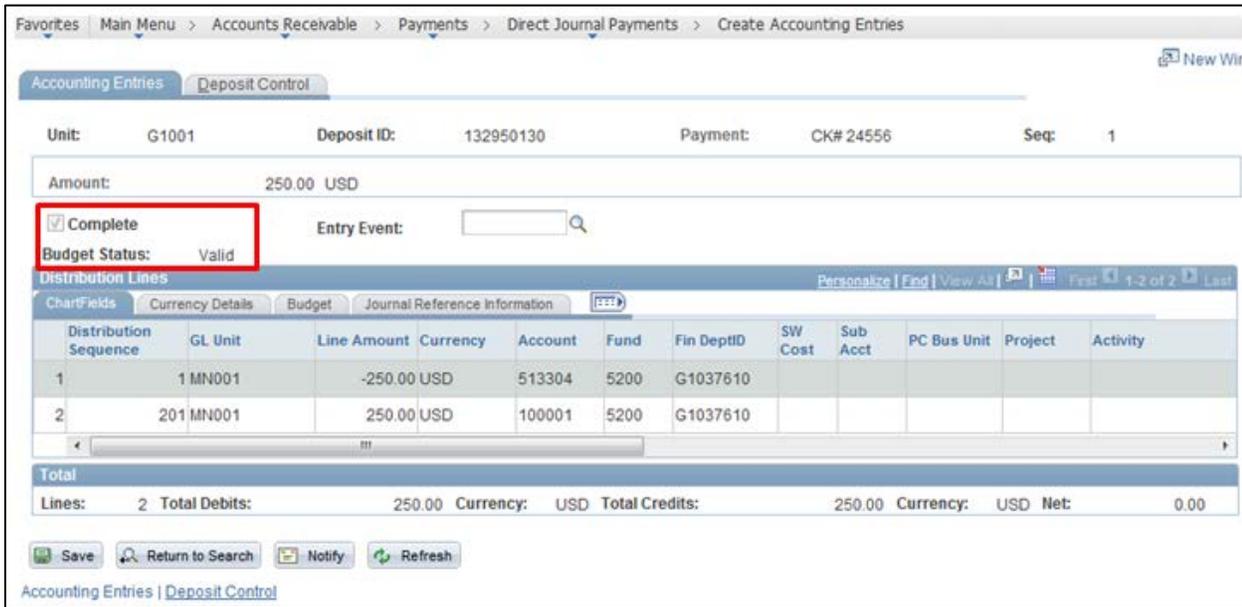
Having completed this topic, you should now be able to:

- Correct Budget Check Errors for Direct Journal Deposits

Reversing a Direct Journal Deposit

Topic Overview

When a direct journal deposit has the **Complete** box checked and greyed out with a Budget Status of "Valid", it can no longer be changed or deleted.



Frequently, an agency would like to delete a payment because it was a duplicate deposit, or would like to change a payment because it was deposited to the wrong budget year or account. In these instances a new deposit will need to be set up. The type of deposit depends on the circumstances described below:

Deposit Type	Examples
Reverse Direct Journal (a deposit that has one line which reverses the original deposit)	Use in cases where a duplicate deposit was entered. Typically, a reversal is also used when you receive a Returned Item notice from your bank, rather than from MMB. Refer to the instructions in this topic " Reversing a Direct Journal Deposit ".
Zero Dollar Deposit (a deposit that includes two lines: 1) the first line reverses the original deposit; and 2) the second line deposits the money in the correct account or budget year)	Use in cases where the payment was deposited to the wrong account or budget year. Refer to the " Correcting a Direct Journal by Creating a Zero Dollar Deposit " topic for instructions.

After completing this topic, you should be able to:

- Reverse a Direct Journal Deposit

Process Steps

Reverse a Direct Journal Deposit

This topic covers how to reverse a direct journal deposit after it has been posted.

Steps to complete:

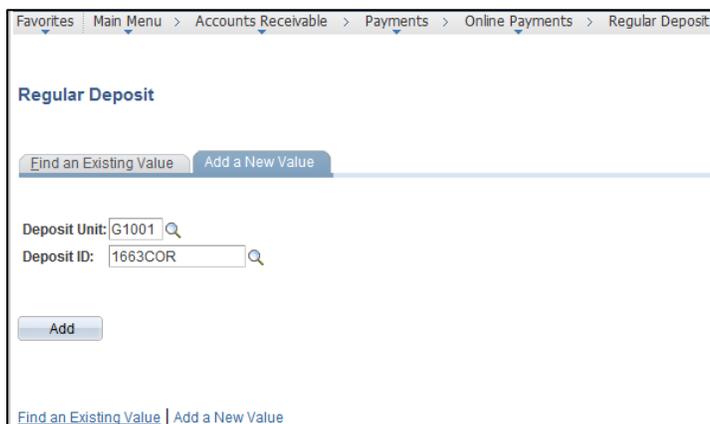
- Step 1: Enter the Reversing Direct Journal Deposit
- Step 2: Create Accounting Entries for the Reversing Direct Journal Deposit
- Step 3: Notify the Treasurer's Division

Step 1: Enter the Reversing Direct Journal Deposit

To reverse a direct journal deposit that has been posted, we need to set up and process a new deposit reversing the amount that was done in error.

Begin by navigating to the *Create A Regular Deposit Entry* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab to begin creating the new deposit.
3. Accept the default *Deposit Unit* or enter the **Deposit Unit**. This is a required field.
4. If you accept the default of "NEXT" for the Deposit ID field, SWIFT will automatically assign the next available number after you save the deposit. You can also enter your own Deposit ID; for example, the original deposit number followed by a "COR" ("908COR"). This practice may make it easier to find the related deposits in the future.



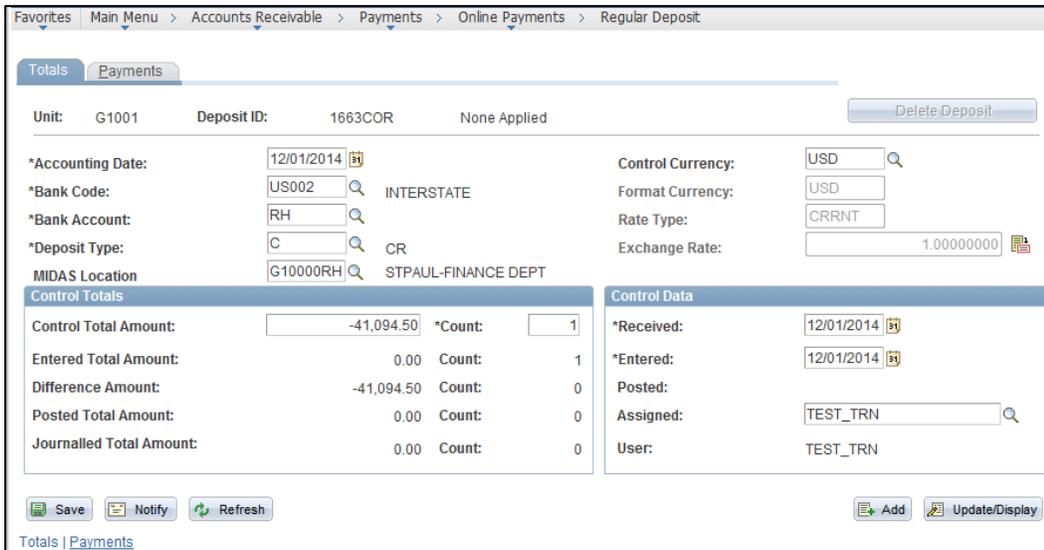
The screenshot shows a web browser window with the following content:

- Navigation path: Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit
- Page title: Regular Deposit
- Buttons: Find an Existing Value (disabled), Add a New Value (active)
- Form fields:
 - Deposit Unit: G1001
 - Deposit ID: 1663COR
- Submit button: Add
- Footer: Find an Existing Value | Add a New Value

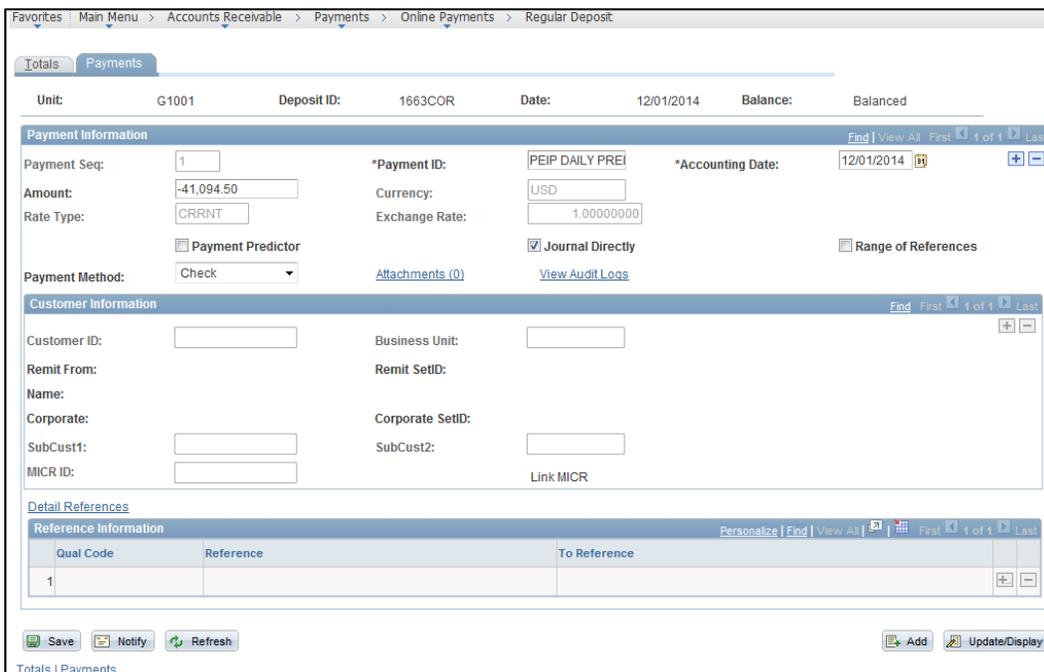
5. Click the **Add** button and the *Totals* page displays. This page is used to enter information and control totals for the deposit.

- Complete the **Totals** tab as you would normally, making sure to use the same *Bank Code*, *Bank Account*, and *Midas Location* as the original deposit. The following is also required for the reversing deposit:

Field Name	Field Description
*Received	Enter the Received Date of the original deposit.
*Control Total Amount	Enter a negative amount.



- Complete the **Payments** tab, making sure to enter a **negative** amount and check the “**Journal Directly**” option for each pay line you want to reverse.

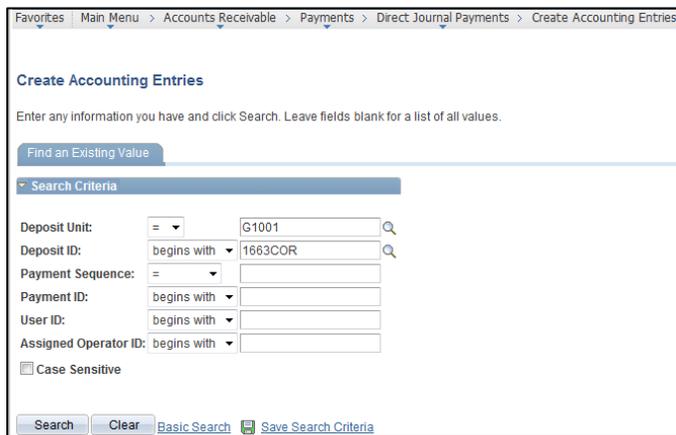


8. Click on the **Save** button.
9. Check the *Balance* status in the header of the Deposit and ensure that it is "*Balanced*".
 - If the Deposit is not balanced, you must review the information entered on the **Totals** and **Payments** tabs, and make the necessary adjustments before proceeding to the next steps.

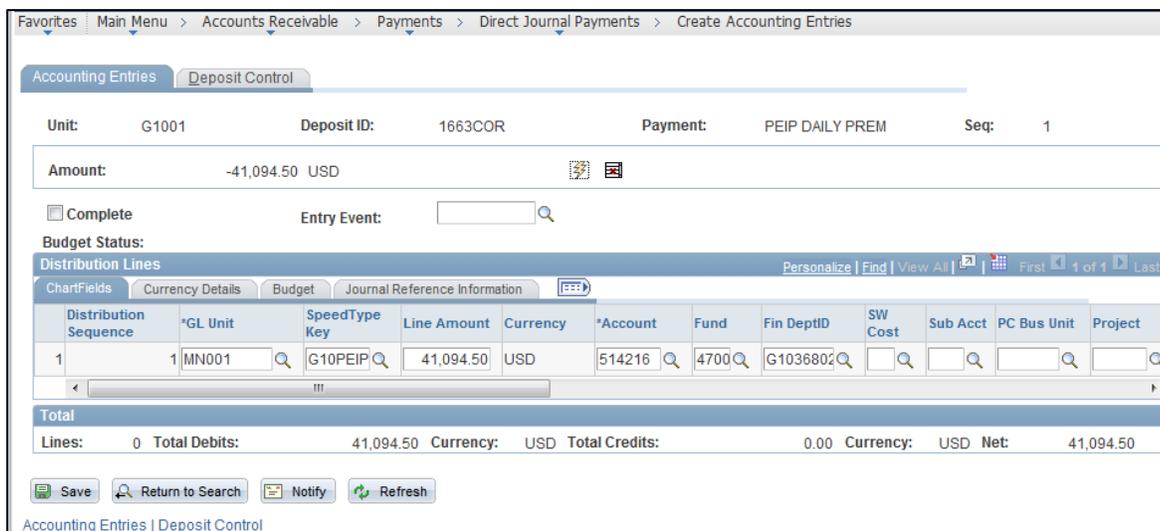
Step 2: Create Accounting Entries for the Reversing Direct Journal Deposit

Once you have recorded the correcting deposit, you must create the accounting entries. Begin by navigating to the *Create Accounting Entries* page.

1. From the *Regular Deposit* page for the deposit, click on Payments, Direct Journal Payments, Create Accounting Entries. The *Create Accounting Entries* search page displays with the *Deposit ID* supplied.

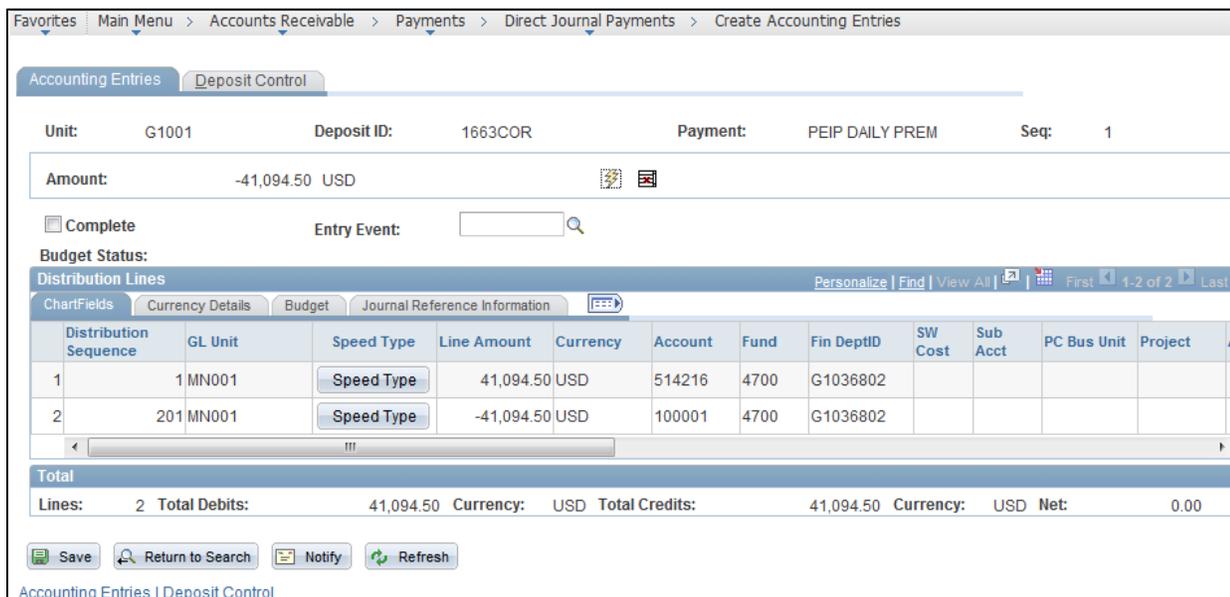


2. Click the **Search** button.
3. If the deposit has more than one payment line, select one of the lines in the *Search Results* list. The *Accounting Entries* page appears. Basic information from the deposit entry displays in the header area.
4. Enter a positive line amount and the same ChartFields as the original deposit.



Distribution Sequence	*GL Unit	SpeedType Key	Line Amount	Currency	*Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project
1	1 MN001	G10PEIP	41,094.50	USD	514216	4700	G1036802				
Total											
Lines:	0	Total Debits:	41,094.50	Currency:	USD	Total Credits:	0.00	Currency:	USD	Net:	41,094.50

5. Click on the **Currency Details** tab and enter a description of the journal line in the *Line Descr* field.
6. Optionally, click on the **Budget** tab and enter a Budget Date. The Budget Date defaults to the current date. You would change this date if you are correcting a deposit that was posted to different budget period than what you are currently in.
7. Optionally, click on the **Journal Reference Information** tab and enter an additional description for the distribution line.
8. After you have entered the Distribution Line(s) for the correcting deposit, click on the **Save** button.
9. Generate the offset cash entry by clicking on the **Create (Lightning Bolt)** icon. The offset entry records the cash as a negative amount in the appropriate Account 100001 and offsets the revenue line.
Note: The **Delete** icon displays next to the **Create** icon. It can be used to remove the offset entry.



Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 1663COR Payment: PEIP DAILY PREM Seq: 1

Amount: -41,094.50 USD

Complete Entry Event:

Budget Status:

Distribution Sequence	GL Unit	Speed Type	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project
1	1 MN001	Speed Type	41,094.50	USD	514216	4700	G1036802				
2	201 MN001	Speed Type	-41,094.50	USD	100001	4700	G1036802				

Total

Lines: 2 Total Debits: 41,094.50 Currency: USD Total Credits: 41,094.50 Currency: USD Net: 0.00

10. After you have entered all of your accounting lines and generated your offset cash line, click on the **Complete** checkbox.
Note: The *Entry Event* field is not used in Minnesota.
11. Click on the **Save** button. The **Delete** icon becomes the **Budget Check** icon. (You must always click the **Save** button after checking the **Complete** checkbox.)
12. Click on the **Budget Check** icon.
 - If the Budget Check is successful, the *Budget Status* indicator below the **Complete** checkbox will display "Valid". You may proceed to the next step. The **Budget** tab also displays the budget status, along with the date the budget check occurred unless a Budget Date had been entered manually prior to the check. When a direct journal deposit has the *Complete* box checked and greyed out with a *Budget Status* of "Valid", it can no longer be changed or deleted.

- If the Budget Check was not successful, you will receive an error message indicating that budget checking errors were logged for this document and requiring you to check the budget exception page to view them. After clicking on the **OK** button, the *Budget Status* indicator will display "Error". Refer to the "[Correcting Direct Journal Budget Errors](#)" topic for the procedure to fix the error.

13. If there was more than one deposit payment, click on the **Next in List** button and process the remaining line(s) as described previously in this step.

Step 3: Notify the Treasurer's Division

You should now have the original deposit that was done in error and the reversing deposit, resulting in a net balance of zero and correcting the error.

When you create an adjusting deposit that does not balance to zero, such as a reversing direct journal deposit, you should notify Michi Eichinger of the Treasurer's Division of MMB by sending her an email at: michi.eichinger@state.mn.us. This will help the Treasurer reconcile the original and adjusting deposits. Include the Received Date, Amount, Deposit ID, Business Unit, and Bank Account.

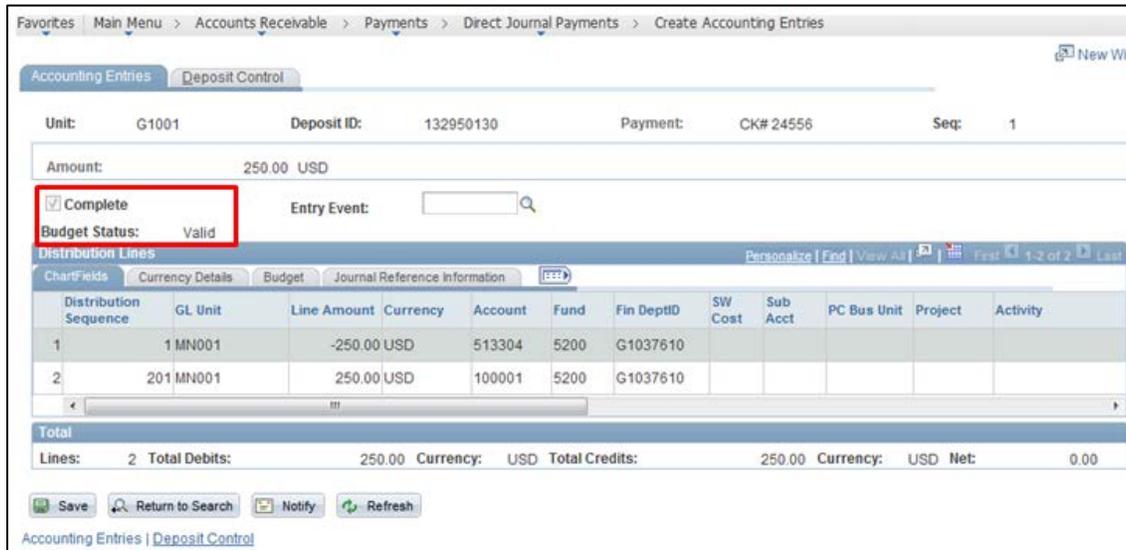
Having completed this topic, you should now be able to:

- Reverse a Direct Journal Deposit

Correcting a Direct Journal Deposit by Creating a Zero Dollar Deposit

Topic Overview

When a direct journal deposit has the **Complete** box checked and greyed out with a Budget Status of “Valid”, it can no longer be changed or deleted.



Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 132950130 Payment: CK# 24556 Seq: 1

Amount: 250.00 USD

Complete Entry Event:

Budget Status: Valid

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	1 MN001	-250.00	USD	513304	5200	G1037610					
2	201 MN001	250.00	USD	100001	5200	G1037610					

Total
Lines: 2 Total Debits: 250.00 Currency: USD Total Credits: 250.00 Currency: USD Net: 0.00

Buttons: Save, Return to Search, Notify, Refresh

Frequently, an agency would like to delete a payment because it was a duplicate deposit, or would like to change a payment because it was deposited to the wrong budget year or account. In these instances a new deposit will need to be set up. The type of deposit depends on the circumstances described below:

Deposit Type	Examples
Reverse Direct Journal (a deposit that has one line which reverses the original deposit)	Use in cases where a duplicate deposit was entered. Typically, a reversal is also used when you receive a Returned Item notice from your bank, rather than from MMB. Refer to the “Reversing a Direct Journal Deposit” topic for instructions.
Zero Dollar Deposit (a deposit that includes two lines: 1) the first line reverses the original deposit; and 2) the second line deposits the money in the correct account or budget year	Use in cases where the payment was deposited to the wrong account or budget year. Refer to instructions in this topic “Correcting a Direct Journal by Creating a Zero Dollar Deposit” . Another example that may occur is that an AR Item was incorrectly deposited as a direct journal. In this example, the direct journal would need to be reversed and the payment would need to be deposited as an AR Item and applied to the customer’s account.

After completing this topic, you should be able to:

- Correct a Direct Journal Deposit

Process Steps

Correct a Direct Journal Deposit by Creating a Zero Dollar Deposit

This topic covers correcting a direct journal deposit by creating a zero dollar deposit. In this example, the original deposit was entered with incorrect ChartFields.

Steps to complete:

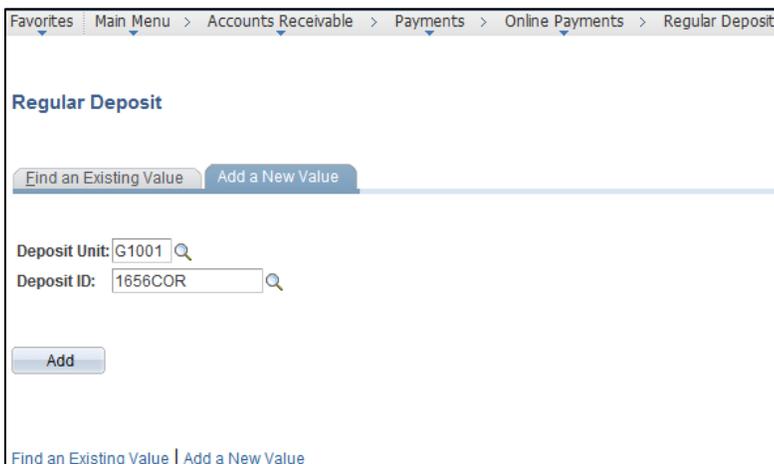
- Step 1: Create a Zero Dollar Deposit with a minimum of two payment lines (one for the incorrect payment and one for the correct payment)
- Step 2: Reverse the Accounting Entries for the Incorrect Payment
- Step 3: Create new Accounting Entries to put the cash where it belongs

Step 1: Create a Zero Dollar Deposit

The first step is to create a zero dollar deposit with a minimum of two payment lines; one reversing the incorrect payment and one for the correct payment. A strongly recommended best practice is to reverse the error in the first payment and correct the error in the second payment. This practice enables others looking at the deposit to understand what occurred.

Begin by navigating to the *Regular Deposit* search page.

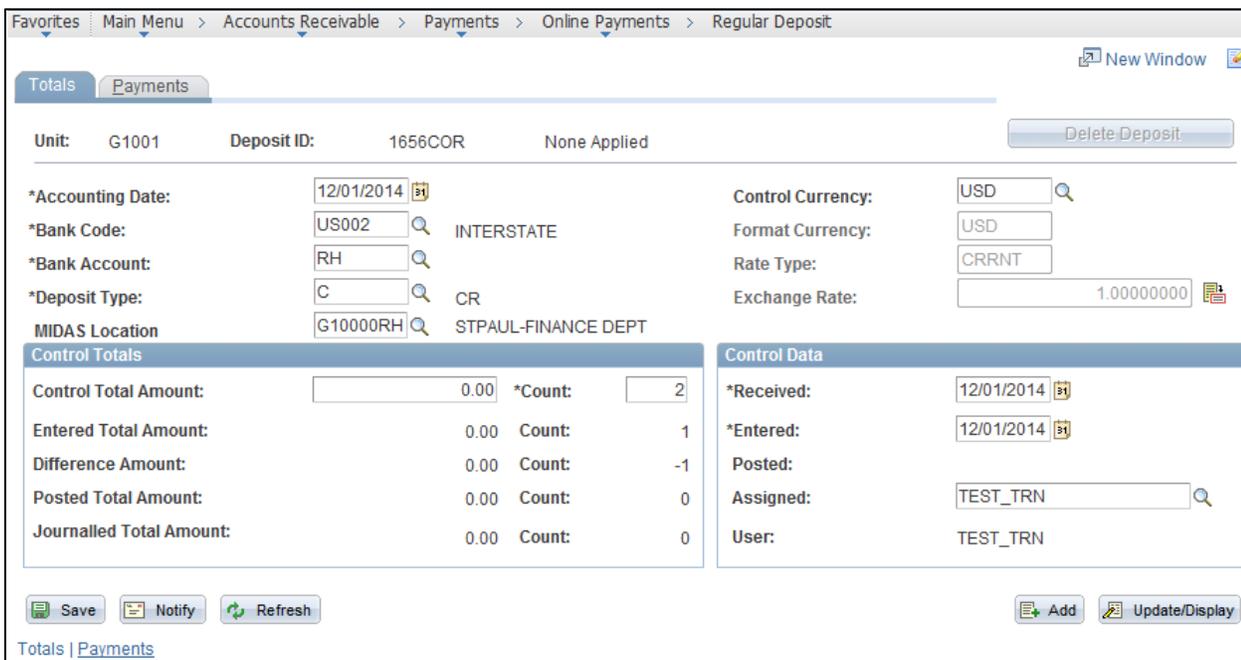
1. **Navigation Links:** Accounts Receivable, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab.
3. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
4. If you accept the default of "NEXT" for the *Deposit ID* field, SWIFT will automatically assign the next available number after you save the deposit. You can also enter your own *Deposit ID*; for example, the original deposit number followed by a "COR" ("908COR"). This practice may make it easier to find the related deposits in the future.



The screenshot shows the 'Regular Deposit' search page. At the top, there is a breadcrumb trail: 'Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit'. Below this, the page title 'Regular Deposit' is displayed. There are two tabs: 'Find an Existing Value' and 'Add a New Value', with the latter being selected. Below the tabs, there are two input fields: 'Deposit Unit:' with the value 'G1001' and a search icon, and 'Deposit ID:' with the value '1656COR' and a search icon. At the bottom left, there is an 'Add' button. At the bottom of the page, there are links for 'Find an Existing Value' and 'Add a New Value'.

- Click the **Add** button.
- Complete the **Totals** tab as you would normally, making sure to use the same *Bank Code*, *Bank Account*, and *Midas Location* as the original deposit. The following is also required for the zero dollar deposit:

Field Name	Field Description
Control Total Amount	REQUIRED! Enter "0" (zero) in the <i>Control Total Amount</i> . This is required.
Count	REQUIRED! Enter a minimum of "2" in the <i>Count</i> field. You must remove funds from the account that you put them in which requires a negative payment. Then, you must move the funds to the correct account with a positive payment.
Deposit Type	The <i>Deposit Type</i> is always a "C" on Zero Dollar correcting deposits.

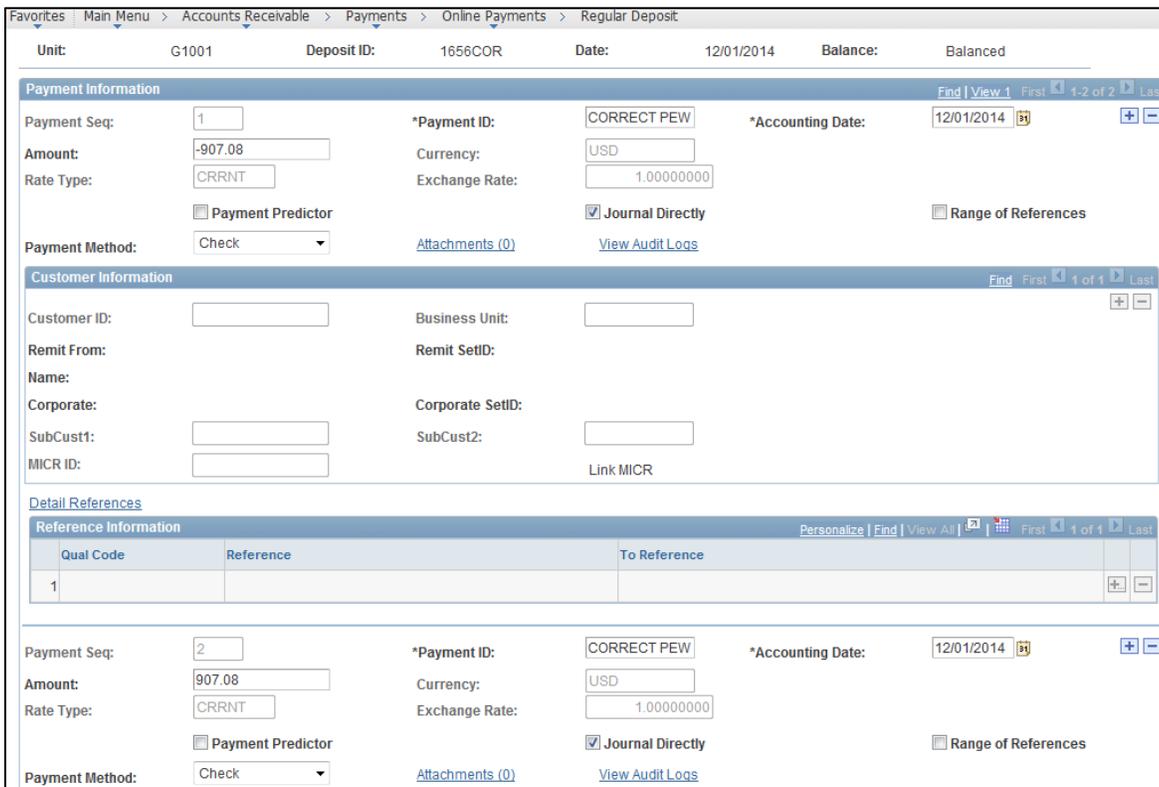


- Click on the **Payments** tab. Complete as you would normally, making sure to do the following:
- On the first payment row, enter the following:

1st Row Entry (Seq 1)	Field Description
Payment ID	Enter an ID that relates to the original transaction; for example, "COR ID XXXXXX".
Amount	Enter the negative payment amount to remove the funds from the wrong account.
Journal Directly	Select the <i>Journal Directly</i> checkbox.

9. Click on the **Add a New Row (+)** button at row 1 and enter the following:

2nd Row Entry (Seq 2)	Field Description
Payment ID	Enter an ID that relates to the original transaction; for example, "COR ID XXXXXX".
Amount	Enter the positive payment amount to add the funds to the right account.
Journal Directly	Select the <i>Journal Directly</i> checkbox.



The screenshot displays the 'Regular Deposit' form with two payment lines. The top line (Seq 1) shows a payment amount of -907.08. The bottom line (Seq 2) shows a payment amount of 907.08. Both lines have a payment ID of 'CORRECT PEW' and the 'Journal Directly' checkbox is checked. The 'Amount' field for the second line is highlighted in red, indicating a required or error field.

10. Click the **Save** button. The deposit amount and the payment amount should be balanced at zero.

Step 2: Reverse the Accounting Entries for the Incorrect Payment

Next, navigate to the *Create Accounting Entries* page to reverse the accounting entries for the incorrect deposit. This is the action that actually moves the funds.

The lines you create will balance the debits and credits for the account.

- Navigation Links:** Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries.
- When you navigate directly from the *Deposit* page to the *Create Accounting Entries* page, the *Business Unit* and *Deposit ID* automatically populate on the search page. Click the **Search** button. The *Search Results* section displays the two payment lines entered on the zero dollar deposit.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Create Accounting Entries

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: = G1001

Deposit ID: begins with 1656COR

Payment Sequence: =

Payment ID: begins with

User ID: begins with

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	User ID	Assigned Operator ID	Non Customer	Dist	Balanced	Entered Date
G1001	1656COR 1		CORRECT PEW RFD TEST TRN TEST TRN			No Dist			12/01/2014
G1001	1656COR 2		CORRECT PEW RFD TEST TRN TEST TRN			No Dist			12/01/2014

- Click on the entry for the first Payment Sequence (the reversing entry). The *Accounting Entries* page appears for the Deposit.
- Enter a **positive** amount on the **Sequence Payment 1 row**, along with the same ChartFields as the original, incorrect deposit.
Note: For this entry, you're working with the negative payment and the opposite (positive) amount must be entered.
- Click the **Save** button.
- Click the **Create** icon to create the cash line. The *Total Debits* should equal the original transaction amount and the entry is now balanced.
- Click the **Save** button again to save the cash line before marking the deposit complete.
- Click the **Complete** checkbox.
- Click the **Budget Check** button. The Budget Status should read "Valid".

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 1656COR Payment: CORRECT PEW RFD Seq: 1

Amount: -907.08 USD

Complete Entry Event:

Budget Status: Valid

Distribution Lines

ChartFields Currency Details Budget Journal Reference Information Personalize | Find | View All | First 1-2 of 2 Last

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	MN001	907.08	USD	411701	1000	G1032000					
2	201 MN001	-907.08	USD	100001	1000	G1032000					

Total

Lines: 2 Total Debits: 907.08 Currency: USD Total Credits: 907.08 Currency: USD Net: 0.00

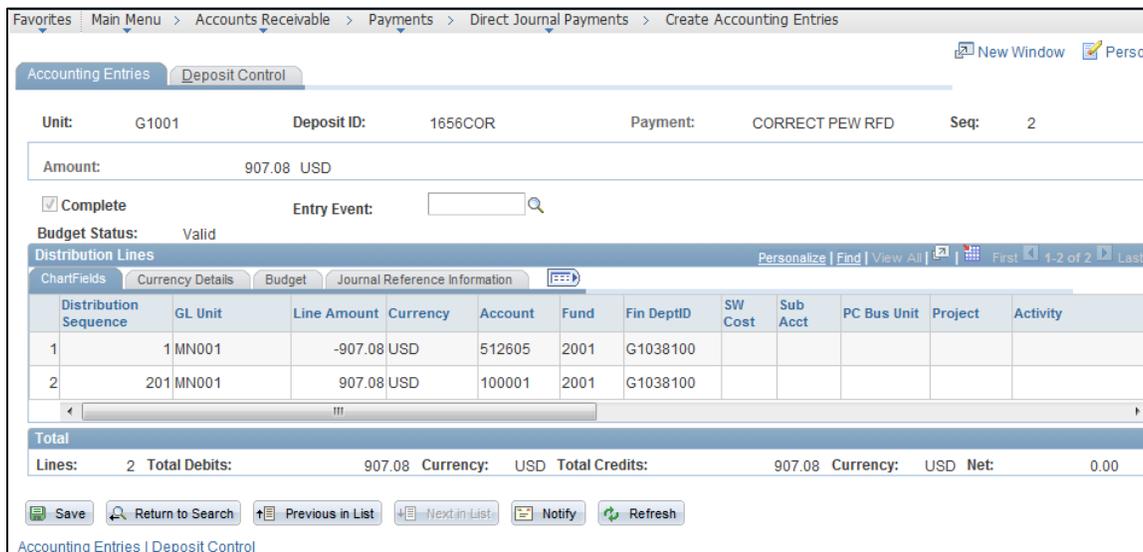
Save Return to Search Previous in List Next in List Notify Refresh

Accounting Entries | Deposit Control

Step 3: Create new Accounting Entries to put the cash where it belongs

In the previous step you removed funds from the incorrect account. Next, you will select the second payment and create accounting lines that will put the cash in the correct account.

1. From the *Accounting Entries* page for the Payment Seq 1 row, click on the **Next in List** button. The *Accounting Entries* page appears for the Payment Seq 2 of the Deposit.
2. Enter a **negative** amount on the **Sequence Payment 2** row, along with the ChartFields for the budget where the money should be deposited. (If the original deposit was deposited to the wrong budget period, make sure to enter a *Budget Date* within the correct budget period.)
Note: For this entry, you're working with the positive payment and the opposite (negative) amount must be entered.
3. Click the **Save** button.
4. Click the **Create** icon to create the cash line. The Total Debits should equal the original transaction amount and the entry is now balanced.
5. Click the **Save** button again to save the cash line before marking the deposit complete.
6. Click the **Complete** checkbox.
7. Click the **Budget Check** button. The Budget Status should read "Valid". The error is now corrected.



The screenshot shows the 'Create Accounting Entries' page for a deposit. The 'Distribution Lines' table is as follows:

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	1 MN001	-907.08	USD	512605	2001	G1038100					
2	201 MN001	907.08	USD	100001	2001	G1038100					

Summary: Lines: 2 Total Debits: 907.08 Currency: USD Total Credits: 907.08 Currency: USD Net: 0.00

Having completed this topic, you should now be able to:

- Correct a Direct Journal Deposit

Processing a Returned Item for a Direct Journal – MMB Notification

Topic Overview

This topic covers how to process a Returned Item (returned check) for a direct journal deposit when you have been notified of the Returned Item by Minnesota Management & Budget (MMB). The process is similar to the zero dollar deposit process except that the Deposit Type is “N” for NSF instead of “C” for Cash Receipt.

Note: If you are notified of the Returned Item by your bank, rather than by MMB, you will typically follow the instructions in the [“Reversing a Direct Journal Deposit”](#) topic. Check with your supervisor to verify the process that you should use.

Returned Items can occur for various reasons:

- Non-Sufficient Funds (NSF)
- Stop Payment
- Refer to Maker
- Missing Endorsement
- Account Not Found
- Altered Fraudulent Document

When a Returned Item for a direct journal occurs and you are notified by MMB, it is placed in a Clearing Account at MMB. The agency's job is to remove it from the Clearing Account by debiting the original revenue and crediting the Clearing Account.

You'll receive an email notification similar to below from MMB:

Subject: G10 Returned Items 111914

See attached **11/19/14** Returned Items. MMB has processed the clearing account transaction(s) for these returned items. The **MMB Deposit Id Number** and **Entered Date** is located on the attached EmailReport.rtf document.

Please complete the required transaction(s) **within 5 days** of receiving the returned items e-mail, agencies must complete the returned items process.

After completing the appropriate Return Item procedure, please submit an email to (GENERALACCTG.MMB@state.mn.us) with the following information:

- Entered Date
- Business Unit (Agency)#
- Deposit ID number
- Monetary Amount (amount of the returned item)
- MMB Deposit ID# (Located on the EmailReport.rtf)

Your assistance in the Returned Items Process is GREATLY appreciated!!

One of the email attachments displays the MMB Deposit ID# and Speed Chart that you will use to clear the Clearing Account.

Returned Items

Entered Date: 11/20/2014
Returned Item Date: 11/19/2014
Total Deposit: 618.12
For Business Unit: G1001

Copies of the Returned check(s) and Notice of Returned Deposited Item(s) are attached to the email.

<i>Agcy</i>	<i>Midas Location</i>	<i>Speed Chart</i>	<i>Amount</i>	<i>MMB Deposit ID Number</i>
G1001	G10240RH	NSFCLRACT	618.12	NSFG10141119940

Another attachment displays the date the Item was returned to the bank.

usbank RETURNED DEPOSITED ITEMS
 Customer Service: 1-800-872-2657
 Date: November 19, 2014 Advice D-104940

NOTICE OF RETURNED DEPOSITED ITEM(S) Acct:

Reason	Maker Name	Seq #	Item Amount
NSF	.	99006194	\$618.12

STATE OF MINNESOTA
 STATE TREASURER'S OFFICE #10240
 DO NOT MAIL TO CUSTOMER
 TRUNCATION REQUIRED

1 Item(s) charged totaling: \$618.12
 Advice Total: \$618.12

After completing this topic, you should be able to:

- Process a Returned Item for a Direct Journal with MMB Notification

Process Steps

Process a Returned Item for a Direct Journal – MMB Notification

This topic covers how to process a Returned Item (returned check) for a Direct Journal deposit when you receive notice from MMB.

Steps to complete:

- Step 1: Create a Zero Dollar Deposit with a Minimum of Two Payment Lines (one to debit the original revenue account and one to credit the Clearing Account)
- Step 2: Create Accounting Entries to Reverse the original Entries for the Returned Item
- Step 3: Create Accounting Entries to Credit the Clearing Account

Step 1: Create a Zero Dollar Deposit

The first step is to create a zero dollar deposit with a minimum of two payment lines; one reversing (debiting) the original payment and one for crediting the Clearing Account.

Begin by navigating to the *Regular Deposit* search page.

1. **Navigation Links:** Accounts Receivable, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab.
3. Accept the default of "NEXT" for the *Deposit ID* field and SWIFT will automatically assign the next number available after you save the deposit. You can also enter your own. This is a required field.
4. Click the **Add** button.
5. Complete the **Totals** tab as you would normally, making sure to use the same *Bank Code*, *Bank Account*, and *Midas Location* as the original deposit. (Refer to the [Creating a Direct Journal Deposit \(Non-AR\)](#) topic for detailed entry instructions).

The following is also required for the Returned Item zero dollar deposit:

Field Name	Field Description
*Deposit Type	Select "N" for NSF.
*Control Total Amount	Enter "0" (zero) in the <i>Control Total Amount</i> .
*Count	Enter "2" in the Count field. You must debit the original revenue account and credit the Clearing Account.
*Received	Enter the Returned Deposited Items date.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Online Payments](#) > [Regular Deposit](#)

[Totals](#) | [Payments](#)

Unit: G1001 Deposit ID: NEXT None Applied [Delete Deposit](#)

*Accounting Date: 12/02/2014 Control Currency: USD
 *Bank Code: US002 INTERSTATE Format Currency: USD
 *Bank Account: RH Rate Type: CRRNT
 *Deposit Type: N NSF Exchange Rate: 1.00000000
 MIDAS Location: G1000RH STPAUL-FINANCE DEPT

Control Totals		Control Data	
Control Total Amount:	0.00	*Count:	2
Entered Total Amount:	0.00	Count:	1
Difference Amount:	0.00	Count:	-1
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	0.00	Count:	0

*Received: 12/02/2014
 *Entered: 12/02/2014
 Posted:
 Assigned: TEST_TRN
 User: TEST_TRN

[Save](#) [Notify](#) [Refresh](#) [Add](#) [Update/Display](#)

[Totals](#) | [Payments](#)

- Click on the **Payments** tab. Complete as you would normally, making sure to do the following:
- On the first payment row, enter the following:

1st Row Entry (Seq 1)	Field Description
Payment ID	Use a descriptive <i>Payment ID</i> so you can trace it, such as the returned check number or the MMB Deposit ID.
Amount	Enter a negative payment amount.
Journal Directly	Select the <i>Journal Directly</i> checkbox.

- Click on the **Add a New Row (+)** button at row 1 and enter the following for the second payment:

2nd Row Entry (Seq 2)	Field Description
Payment ID	Enter the MMB Deposit ID number so MMB can trace it.
Amount	Enter the Positive payment amount.
Journal Directly	Select the <i>Journal Directly</i> checkbox.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals | Payments

Unit: G1001 Deposit ID: NEXT Date: 12/02/2014 Balance: Balanced

Payment Information Find | View | First 1-2 of 2 Last

Payment Seq: 1 *Payment ID: NSF CK #1819 *Accounting Date: 12/02/2014

Amount: -250.00 Currency: USD

Rate Type: CRRNT Exchange Rate: 1.00000000

Payment Predictor Journal Directly Range of References

Payment Method: Check [Attachments \(0\)](#)

Customer Information Find First 1 of 1 Last

Customer ID: Business Unit: Remit From: Remit SetID:

Name: Corporate: Corporate SetID:

SubCust1: SubCust2: MICR ID: Link MICR

Detail References

Qual Code	Reference	To Reference
1		

Payment Seq: 2 *Payment ID: NSF CK #1819 *Accounting Date: 12/02/2014

Amount: 250.00 Currency: USD

Rate Type: CRRNT Exchange Rate: 1.00000000

Payment Predictor Journal Directly Range of References

- Click the **Save** button. If you accepted the default *Deposit ID* of "NEXT", a *Deposit ID* is assigned. The deposit amount and the payment amount should be balanced at zero.

Step 2: Create Accounting Entries to Reverse the Original Entries for the Returned Item

Next, you will create accounting lines that will reverse (debit) the revenue account.

- Navigation Links:** Accounts Receivable, Payments, Direct Journal Payments, Create Accounting Entries.
- When you navigate directly from the *Regular Deposit* page to the *Create Accounting Entries* page, the *Business Unit* and *Deposit ID* automatically populate on the search page. Click the **Search** button. The *Search Results* list displays the two payment lines entered on the zero dollar deposit.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Create Accounting Entries

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: = G1001

Deposit ID: begins with 132950128

Payment Sequence: =

Payment ID: begins with

User ID: begins with

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	User ID	Assigned Operator ID	Non Customer Dist	Balanced	Entered Date
G1001	132950128	1	NSF CK #1819	TEST_TRN	TEST_TRN	No Dist		12/02/2014
G1001	132950128	2	NSF CK #1819	TEST_TRN	TEST_TRN	No Dist		12/02/2014

- Click on the entry for the first Payment Sequence (the reversing entry). The *Accounting Entries* page for the Payment Sequence 1 displays.
- Enter a **positive** amount on the **Payment Sequence 1** row, along with the ChartFields for the account where the payment was originally deposited.
Note: For this entry, you're working with the negative payment so you must add that to the Revenue Account to reverse the charge to the account.
- Click on the **Currency Details** tab and enter a Line Description.
- Optionally, click on the **Budget** tab and enter a *Budget Date*. The *Budget Date* defaults to the current date. You would change this date if you are directing this entry to a different budget period than what you are currently in.
- Optionally, click on the **Journal Reference Information** tab and enter additional reference information.
- Click the **Save** button.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Accounting Entries | Deposit Control

Unit: G1001 Deposit ID: 132950128 Payment: NSF CK #1819 Seq: 1

Amount: -250.00 USD

Complete Entry Event:

Budget Status:

Distribution Lines

ChartFields Currency Details Budget Journal Reference Information

Distribution Sequence	*GL Unit	Speed Type	Line Amount	Currency	*Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project
1	MN001	Speed Type	250.00	USD	514220	5600	G1086206				

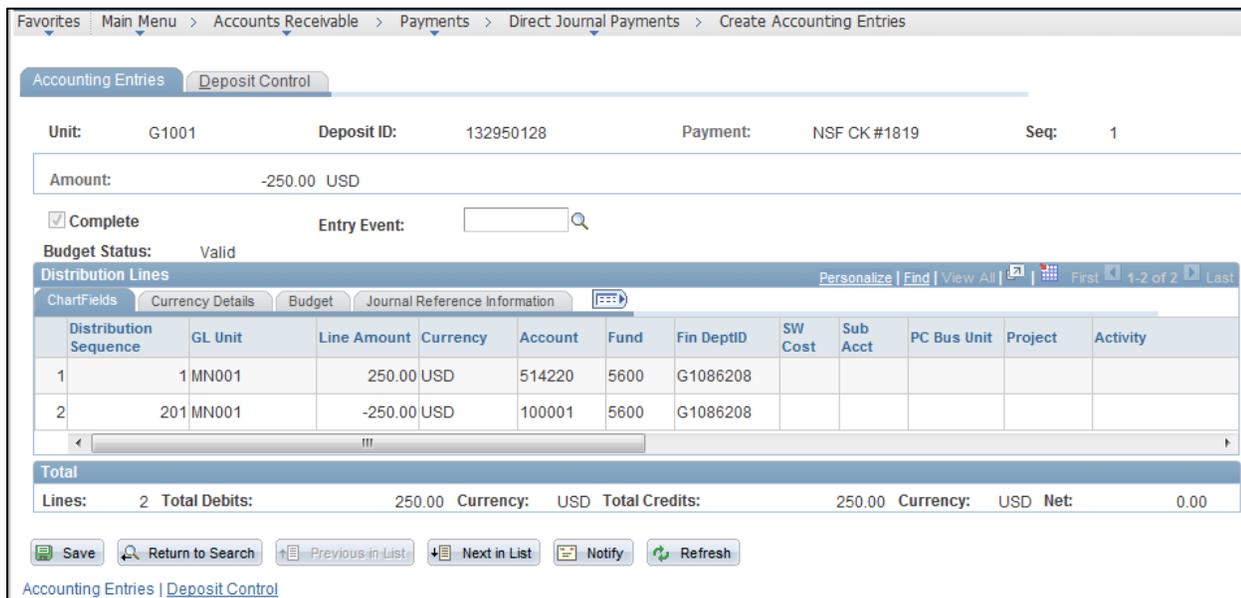
Total

Lines: 0 Total Debits: 250.00 Currency: USD Total Credits: 0.00 Currency: USD Net: 250.00

Save Return to Search Previous in List Next in List Notify Refresh

Accounting Entries | Deposit Control

9. Click the **Create** icon (**Lightning Bolt**) to create the cash line. The Total Debits should equal the original transaction amount and the entry is now balanced.
10. Click the **Save** button again to save the cash line before marking the deposit complete.
11. Click the **Complete** checkbox.
12. Click the **Budget Check** button. The Budget Status should read "Valid".
13. Click on the **Save** button.



The screenshot shows the 'Accounting Entries' page for a 'Deposit Control' entry. The entry details are as follows:

- Unit: G1001
- Deposit ID: 132950128
- Payment: NSF CK #1819
- Seq: 1
- Amount: -250.00 USD
- Complete
- Budget Status: Valid

The 'Distribution Lines' table is shown below:

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	1 MN001	250.00	USD	514220	5600	G1086208					
2	201 MN001	-250.00	USD	100001	5600	G1086208					

The 'Total' summary row shows:

- Lines: 2
- Total Debits: 250.00
- Currency: USD
- Total Credits: 250.00
- Currency: USD
- Net: 0.00

Buttons at the bottom include: Save, Return to Search, Previous in List, Next in List, Notify, and Refresh.

Step 3: Create Accounting Entries to Credit the Clearing Account

Next, you will select the second payment and create accounting lines that will credit the Clearing Account.

1. From the *Accounting Entries* page for the Payment Sequence 1 row, click on the **Next in List** button. The *Accounting Entries* page appears for the Payment Sequence 2 of the Deposit.
2. Click on the **Speed Type** button and select the Speed Type "NSFCLRACCT" (provided by MMB).
3. Enter a **negative** amount on the Payment Sequence 2 row.
4. Click on the **Currency Details** tab and enter a Line Description.
5. Optionally, click on the **Budget** tab and enter a *Budget Date*. The *Budget Date* defaults to the current date. You would change this date if you are directing this entry to a different budget period than what you are currently in.
6. Optionally, click on the **Journal Reference Information** tab and enter additional reference information.
7. Click the **Save** button.
8. Click the **Create** icon (**Lightning Bolt**) to create the cash line.

Favorites | Main Menu > Accounts Receivable > Payments > Direct Journal Payments > Create Accounting Entries

Accounting Entries | **Deposit Control**

Unit: G1001 Deposit ID: 132950128 Payment: NSF CK #1819 Seq: 2

Amount: 250.00 USD

Complete Entry Event:

Budget Status: Valid

Distribution Lines Personalize | Find | View All | First | 1-2 of 2 | Last

ChartFields | Currency Details | Budget | Journal Reference Information

Distribution Sequence	GL Unit	Line Amount	Currency	Account	Fund	Fin DeptID	SW Cost	Sub Acct	PC Bus Unit	Project	Activity
1	1 MN001	-250.00	USD	120095	1000						
2	201 MN001	250.00	USD	100001	1000						

Total

Lines: 2 Total Debits: 250.00 Currency: USD Total Credits: 250.00 Currency: USD Net: 0.00

[Accounting Entries](#) | [Deposit Control](#)

9. Click the **Save** button again to save the cash line before marking the deposit complete.
10. Click the **Complete** checkbox.
11. Click the **Budget Check** button. The Budget Status should read "Valid".
12. Click on the **Save** button.

Having completed this topic, you should now be able to:

- Process a Returned Item for a Direct Journal with MMB Notification

Verifying Deposits Are Complete (AR or Non-AR)

Topic Overview

The topic will show you what to look for to see if a deposit is complete/posted. It covers AR Item deposits, Direct Journal deposits and deposits that include both Items and Direct Journals.

After completing this topic, you should be able to:

- Verify Deposits

Process Steps

Verify Deposits are Complete

This topic covers how to verify that deposits are complete.

Steps to complete:

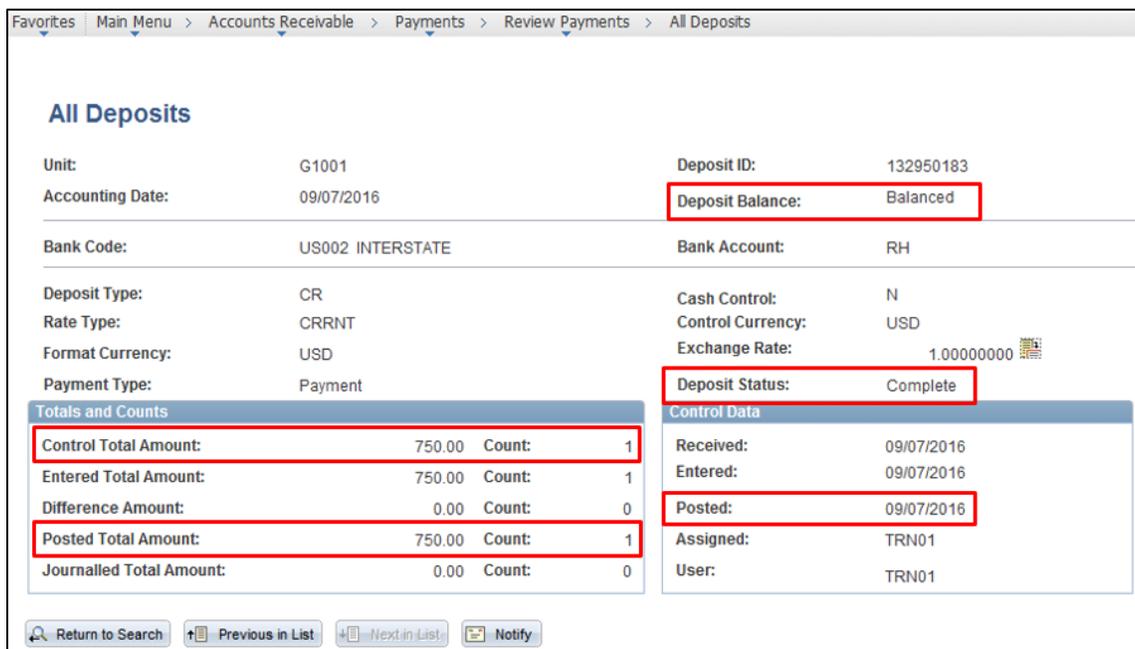
Step 1: View the All Deposits page for the Deposit

Begin by navigating to the *All Deposits* page for the deposit.

1. **Navigation Links:** Accounts Receivable, Payments, Review Payments, All Deposits.
2. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
3. Enter a *Deposit ID* or click on the **Lookup** icon to search for and select a *Deposit ID*.
Note: Other fields can be entered to narrow your search, if you don't know the *Deposit ID*.
4. Click on the **Search** button. The *All Deposit* page displays.

- To verify a deposit that only includes payments for AR Items, the following must be met:

Field Name	Description
Deposit Balance	= Balanced
Deposit Status	= Complete
Posted Total Amount and Count	Should match the Control Total Amount and Count.
Posted Date	Will have a date.



All Deposits

Unit: G1001 Deposit ID: 132950183
 Accounting Date: 09/07/2016 **Deposit Balance: Balanced**

Bank Code: US002 INTERSTATE Bank Account: RH
 Deposit Type: CR Cash Control: N
 Rate Type: CRRNT Control Currency: USD
 Format Currency: USD Exchange Rate: 1.00000000
 Payment Type: Payment **Deposit Status: Complete**

Totals and Counts			
Control Total Amount:	750.00	Count:	1
Entered Total Amount:	750.00	Count:	1
Difference Amount:	0.00	Count:	0
Posted Total Amount:	750.00	Count:	1
Journalled Total Amount:	0.00	Count:	0

Control Data	
Received:	09/07/2016
Entered:	09/07/2016
Posted:	09/07/2016
Assigned:	TRN01
User:	TRN01

Return to Search Previous in List Next in List Notify

- To verify a deposit that only includes Direct Journal deposits for miscellaneous cash receipts, the following must be met:

Field Name	Description
Deposit Balance	= Balanced
Journalled Total Amount and Count	Should match the Control Total Amount and Count.
Deposit Status	= None Applied
Posted Total	= 0.00
Posted Date	Will be blank

Favorites | Main Menu > Accounts Receivable > Payments > Review Payments > All Deposits

All Deposits

Unit: G1001 Deposit ID: 132950184
 Accounting Date: 09/08/2016 **Deposit Balance: Balanced**

Bank Code: US002 INTERSTATE Bank Account: RH

Deposit Type: CR Cash Control: N
 Rate Type: CRRNT Control Currency: USD
 Format Currency: USD Exchange Rate: 1.00000000 
 Payment Type: Payment **Deposit Status: None Applied**

Totals and Counts			Control Data	
Control Total Amount:	500.00	Count: 1	Received:	09/08/2016
Entered Total Amount:	500.00	Count: 1	Entered:	09/08/2016
Difference Amount:	0.00	Count: 0	Posted:	
Posted Total Amount:	0.00	Count: 0	Assigned:	TRN19
Journalled Total Amount:	500.00	Count: 1	User:	TRN19

[Return to Search](#) [Notify](#)

- To verify a deposit that has both payments for AR Items and Direct Journals, the following must be met:

Field Name	Description
Deposit Balance	= Balanced
Deposit Status	= Complete
Posted Total Amount and Journalled Total Amount and Counts	Should equal the Control Total Amount and Count.
Posted Date	Will have a date

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Review Payments](#) > [All Deposits](#)

All Deposits

Unit: G1001 **Deposit ID:** 132950185
Accounting Date: 09/08/2016 **Deposit Balance:** **Balanced**
Bank Code: US002 INTERSTATE **Bank Account:** RH
Deposit Type: CR **Cash Control:** N
Rate Type: CRRNT **Control Currency:** USD
Format Currency: USD **Exchange Rate:** 1.00000000 
Payment Type: Payment **Deposit Status:** **Complete**

Totals and Counts				Control Data	
Control Total Amount:	775.00	Count:	2	Received:	09/08/2016
Entered Total Amount:	775.00	Count:	2	Entered:	09/08/2016
Difference Amount:	0.00	Count:	0	Posted:	09/08/2016
Posted Total Amount:	300.00	Count:	1	Assigned:	TRN19
Journalled Total Amount:	475.00	Count:	1	User:	TRN19

[Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#)

Having completed this topic, you should now be able to:

- Verify Deposits are Complete

Running the Payment Detail Report (AR or Non-AR)

Topic Overview

The topic covers how to run the Payment Detail Report. This report provides detailed information for all payments in a deposit (direct journal and AR Item) for the time period specified in the report parameters. The report displays the accounting date, Payment ID, Amount, Status, Business Unit, Customer Number and Name, Item ID, Posting Status and Pending Item Amount.

PeopleSoft Receivables										
PAYMENT DETAIL										
For 15-APR-2016 through 28-APR-2016										
Seq	Acctg Dt	Payment ID	Payment Amount	Status	Customer	Item ID	Entry Type/Reason	Post	Pending Item Amount	
Report ID: AR20002										
Deposit BU: G1001										
Report Currency: Base Amount										
Deposit ID: ALL VALUES										
OPRID: ALL VALUES										
Post Status: ALL VALUES										
Page No. 6										
Run Date 05/05/2016										
Run Time 13:57:30										
1	04/19/2016	000000087938	145.00 USD	C	G1001 G620100001	MSRS	ELD365T1605-1840988	Payment	YES	-145.00 USD
TOTALS FOR 000000087938			145.00 USD							-145.00 USD
Deposit: G1001 000000087946 Operator: FIOPR01										
1	04/19/2016	000000087946	8,130.60 USD	C	G1001 H550100001	DHS	ELD365T1605-1842093	Payment	YES	-145.00 USD
					G1001 H550100001	DHS	ELSDDC1605-1792263	Payment	YES	-845.00 USD
					G1001 H550100001	DHS	ELSDDC1606-1836340	Payment	YES	-845.00 USD
					G1001 H550100001	DHS	ELSDDC1606-1836459	Payment	YES	-845.00 USD
					G1001 H550100001	DHS	LR810000441	Payment	YES	-5,450.60 USD
TOTALS FOR 000000087946			8,130.60 USD							-8,130.60 USD
Deposit: G1001 2594 Operator: 01159534										
1	04/19/2016	HUMANITIES IBU	26,453.28 USD	C	G1002 R950100001	HUMANITIES	P160790110	Payment	YES	-26,453.28 USD
TOTALS FOR 2594			26,453.28 USD							-26,453.28 USD
Deposit: G1001 2595 Operator: 01159534										
1	04/19/2016	EE INS PYMTS	387.70 USD	J					YES	
2	04/19/2016	PRIP DAILY PREM	107,557.15 USD	J					YES	
3	04/19/2016	RETIREE PREMS	227,296.34 USD	J					YES	
TOTALS FOR 2595			335,241.19 USD							0.00
TOTALS FOR G1001			371,090.07 USD							-35,848.88 USD
TOTALS FOR 04/19/2016			371,090.07 USD							-35,848.88 USD

After completing this topic, you should be able to:

- Run the Payment Detail Report

Process Steps

Run the Payment Detail Report

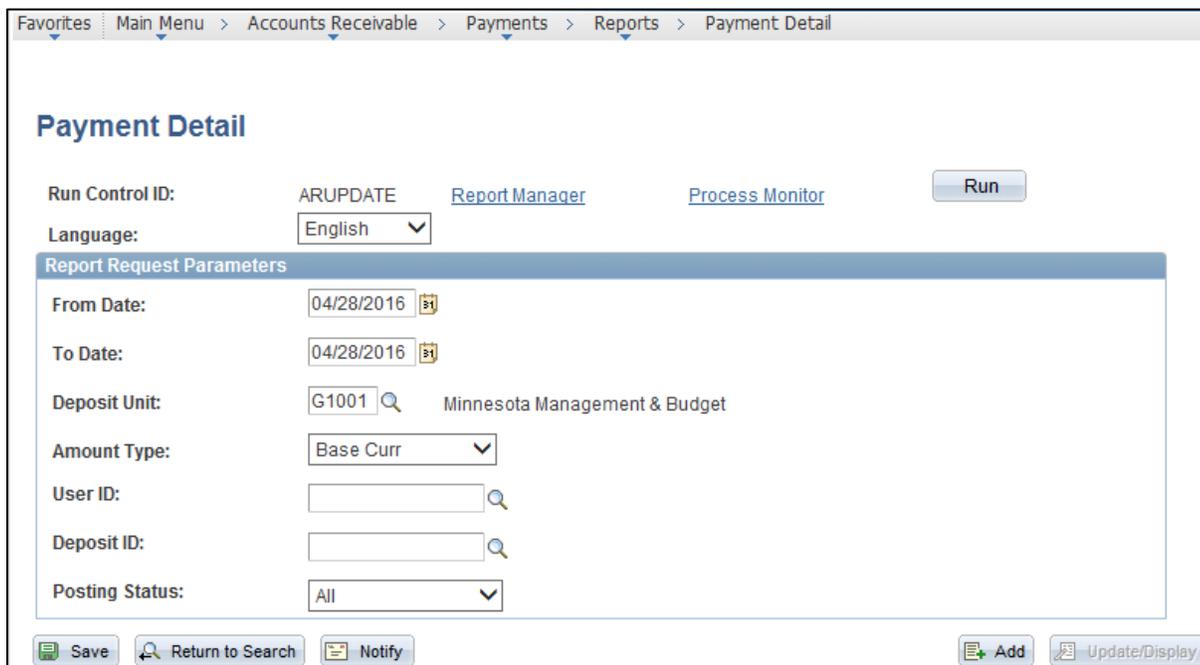
This topic covers how to run the Payment Detail Report.

- Steps to Complete:

Step 1: Enter the Payment Detail Report Parameters

Begin by navigating to the *Payment Detail* report parameters page.

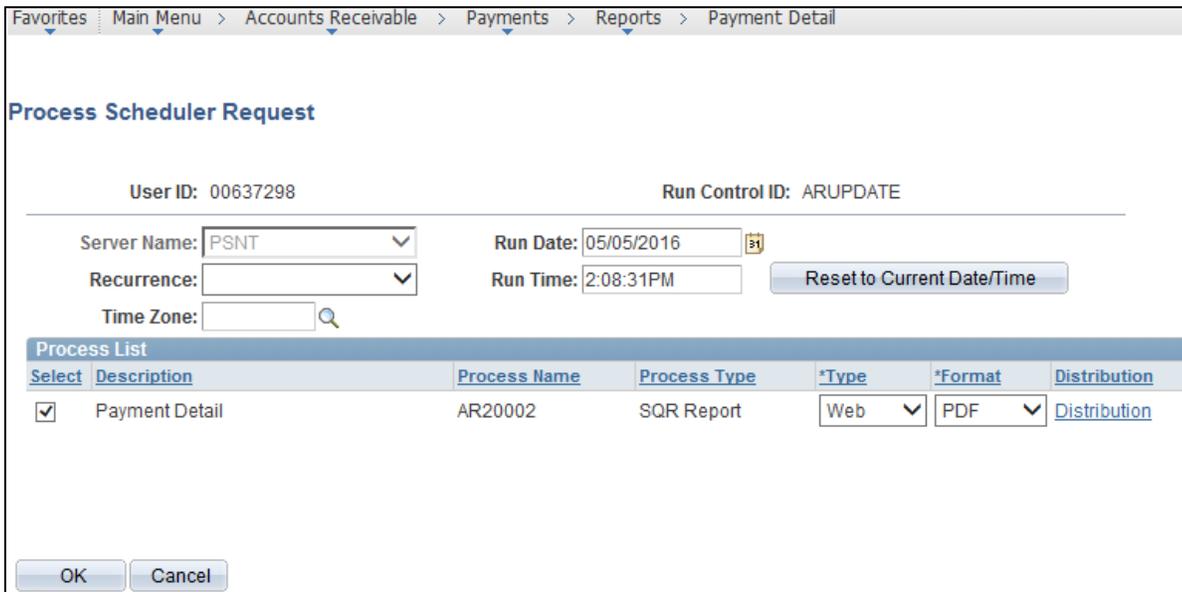
1. **Navigation Links:** Accounts Receivable, Payments, Reports, Payment Detail.
2. Search for an existing *Run Control ID* or click on the **Add a New Value** tab to create a new *Run Control ID*. The *Payment Detail* report parameter page displays.
3. Complete the *Payment Details* parameter page as described below.



Field Name	Description
From Date and To Date	Enter the date range to include in the report.
Deposit Unit	Enter the <i>Deposit Unit</i> (same as Business Unit).
Amount Type	Accept the default "Base Curr" value.
User ID	Optionally, enter a <i>User ID</i> to limit the report to deposits entered by this person.
Deposit ID	Optionally, enter a specific <i>Deposit ID</i> .

Field Name	Description
Posting Status	You will most likely select "ALL" to see all deposits in the report. Options include: ALL Complete Not Posted Partial

- Click on the **Run** button. The *Process Scheduler Request* page displays.



The screenshot shows the 'Process Scheduler Request' page. At the top, there is a breadcrumb trail: 'Favorites | Main Menu > Accounts Receivable > Payments > Reports > Payment Detail'. Below this, the page title 'Process Scheduler Request' is displayed. The page contains several input fields: 'User ID: 00637298', 'Run Control ID: ARUPDATE', 'Server Name: PSNT', 'Run Date: 05/05/2016', 'Recurrence: [dropdown]', 'Run Time: 2:08:31PM', and 'Time Zone: [dropdown]'. A 'Reset to Current Date/Time' button is located next to the Run Time field. Below these fields is a 'Process List' table with columns: Select, Description, Process Name, Process Type, *Type, *Format, and Distribution. The table contains one row: [checked] Payment Detail, AR20002, SQR Report, Web, PDF, Distribution. At the bottom of the page are 'OK' and 'Cancel' buttons.

- Accept the default process selected and click on the **OK** button. The *Payment Detail* report parameter page displays.
- Click on the *Process Monitor* link. The *Process List* page displays. Refresh the page until the Run Status = Success, and the Distribution Status = Posted.
- Click on the *Go back to Payment Detail* link at the bottom of the page.
- At the *Payment Detail* page, click on the *Report Manager* link.
- Click on the **Administration** tab of the Report Manager.
- To view the report, click on the *Payment Detail* link in the Description column. A pdf of the report displays in a new window.



PeopleSoft Receivables									
PAYMENT DETAIL									
For 10-MAR-2016 through 21-MAR-2016									
Seq	Acctg Dt	Payment ID	Payment Amount	Status	Customer	Item ID	Entry Type/Reason	Post	Pending Item Amount
Report ID: AR20002									
Deposit BU: G1001									
Report Currency: Base Amount									
Deposit ID: ALL VALUES									
OPRID: ALL VALUES									
Post Status: ALL VALUES									
Page No. 27									
Run Date 03/21/2016									
Run Time 11:37:37									
Entry Date: 03/21/2016									
Deposit: G1001 2551 Operator: 01159534									
1	03/21/2016	MAPE STAFF IBU	21,129.84 USD	C	G1002 IBU0100941	MAPE Staff P160490111	Payment	YES	-21,129.84 USD
TOTALS FOR 2551			21,129.84 USD						-21,129.84 USD
Deposit: G1001 2552 Operator: 01159534									
1	03/21/2016	EE INS PYMTS	1,406.15 USD	J				NO	
2	03/21/2016	PEIP DAILY PREM	166,189.37 USD	J				NO	
3	03/21/2016	HSA ER REFUND	83.32 USD	J				NO	
TOTALS FOR 2552			167,678.84 USD						0.00
Deposit: G1001 2553 Operator: 01159534									
1	03/21/2016	PEIP ACH	88,754.86 USD	U				NO	
TOTALS FOR 2553			88,754.86 USD						0.00
TOTALS FOR G1001			277,563.54 USD						-21,129.84 USD
TOTALS FOR 03/21/2016			277,563.54 USD						-21,129.84 USD
GRAND TOTALS			4,056,334.72 USD						-1,994,650.81 USD

The report provides detailed information for all payments in a deposit (direct journal and AR Item) for the parameters specified on the Payment Detail report page. The report displays the accounting date, Payment ID, Amount, Status, Business Unit, Customer Number and Name, Item ID, Posting Status and Pending Item Amount.

Note

- After Direct Journal deposits are entered, they will have Status of "J" and a posted status of "No". The posted status will change to "Yes" after the journal is posted in the nightly batch. If the Direct Journal deposit is not complete, it will have a status of "U"
- Payments for AR Items can have statuses of "U" (Unidentified), "C" (Complete), or "I" (Identified). For a complete listing of the statuses and their meaning, refer to the [Item Payment Worksheet Codes and Descriptions](#) topic in the Appendix of this user guide. If the AR Item Deposit is finished, it will have a Posting Status of "Yes".

Having completed this topic, you should now be able to:

- Run the Payment Detail Report



Lesson Summary

After completing this lesson, you should now be able to:

- Create a Direct Journal Deposit
- Create a Wire Deposit
- Reverse a Direct Journal Deposit
- Correct a Direct Journal Deposit by Creating a Zero Dollar Deposit
- Process a Returned Item for a Direct Journal (MMB Notification)
- Verify Deposits
- Run the Payment Detail Report

Lesson 2: AR Item Deposits

Lesson Overview

This lesson covers the methods used for entering deposits online for AR Items (payments for invoices). Two methods can be used:

Method	Description
Regular Deposit Entry	The standard method used to enter deposits online for AR Items.
Express Deposit Entry	A method that can be used to enter the deposit for an AR Item and apply the payment to the customer account at the same time. This method can be used if the corresponding <i>Item ID</i> is identified. However, if the Item has multiple lines, it is recommended that you use the regular deposit entry method because the Item need only be referenced once. If you use the express deposit entry method for an Item that has multiple lines, each individual line must be entered.

Regular Deposit Entry is the standard method for recording payment of an Accounts Receivable Item. Detailed information should be supplied for each payment in the deposit. SWIFT uses the generic term “Payment” to mean a check or cash received. The Regular Deposit Entry method enables you to identify which AR Item or Customer the payments relate to as you enter them.

A Payment Worksheet is created based on the information you enter in the deposit.

- If there is enough information, the Payment Predictor process completes processing of the payment worksheet by matching the AR Item payments to invoices and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day.
- If there isn’t enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment and finish processing the payment worksheet. You may also manually apply the payment when you want to finish the deposit right away. Applying Payments is covered in Lesson 3 of this user guide.

Deposits are also brought in electronically into SWIFT by interface files from the Automated Clearing House (ACH), agency subsystems, and Department of Revenue. The *Regular Deposit* pages will also be used to modify deposits that have been created via the ACH and Department of Revenue interfaces. They must be modified by personnel that have been identified as Accounts Receivable Specialists or Accounts Receivable Supervisors to include payment ID, item, and customer information. This information is used to specify how the agency wants the payments applied.

In this lesson, you will also learn how to create wire deposits for AR Items. Wire or Electronic Fund Transfer (EFT) deposits are received by the Treasurer’s Division of MMB first from the bank. To record these receipts, you will partially enter the deposit for the AR Item, making sure to use the “W” (Wire) deposit type. When the “wire” deposit type is used, the transaction is routed through workflow to the Treasurer for approval. After the transaction is approved, you will complete the deposit as you would normally.

The steps to process a Returned Item for AR Items (MMB Notifications) are also covered in this lesson.

You will also learn about searches and queries that are available to check for incomplete deposits.

After completing this lesson, you should be able to:

- Create a Regular Deposit Entry for an AR Item
- Create and Express Deposit Entry for an AR Item
- Create a Wire Deposit for an AR Item
- Process a Returned Item for an AR Item – MMB Notification
- Use Searches and Queries to Check for Incomplete Deposits

Creating a Regular Deposit Entry for AR Items

Topic Overview

Regular Deposit Entry is the standard method for recording payment of an Accounts Receivable item. Detailed information should be supplied for each payment in the deposit. SWIFT uses the generic term “Payment” to mean a check or cash received.

The Regular Deposit Entry method enables you to identify which AR Item or Customer the payments relate to as you enter them. A Payment Worksheet is created based on the information you enter in the deposit.

- If there is enough information, the Payment Predictor process completes processing of the payment worksheet by applying the AR Item payments to invoices and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day.
- If there isn't enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment and finish processing the payment worksheet. You may also manually apply the payment when you want to finish the deposit right away. Applying Payments is covered in Lesson 3 of this user guide.

After completing this topic, you should be able to:

- Create a Regular Deposit Entry for an AR Item

Process Steps

Create Regular Deposit Entry

The topic covers creating a regular deposit entry for an AR Item.

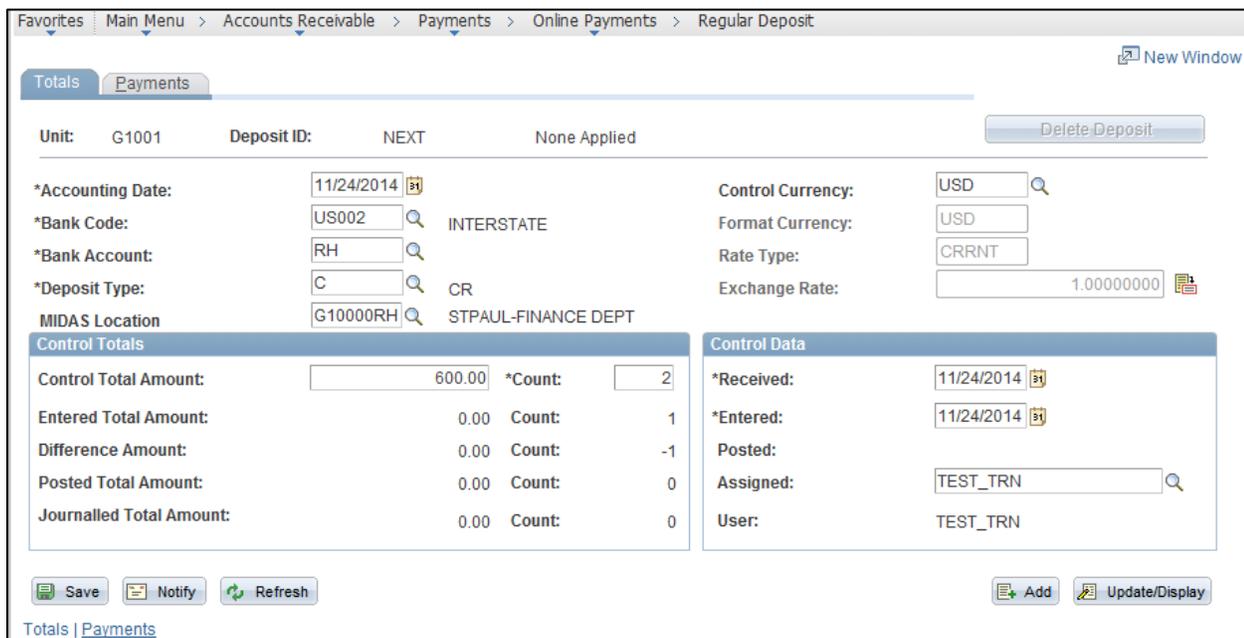
Steps to complete:

- Step 1: Complete the Overall Deposit Information on the Totals tab
- Step 2: Record the Payments that make up the Deposit on Payments tab
- Step 3: Review the Totals tab to ensure that the Deposit is Balanced

Step 1: Complete the Overall Deposit Information on the Totals tab

Begin by navigating to the *Create A Regular Deposit Entry* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab to begin creating the new deposit.
3. Accept the default *Deposit Unit* or enter the **Deposit Unit**. This is a required field.
4. Accept the default of "NEXT" in the *Deposit ID* field and SWIFT will automatically assign the next number available after you save the deposit. You can also enter your own.
5. Click the **Add** button and the *Totals* page displays.



The screenshot shows the 'Regular Deposit' page with the 'Totals' tab selected. The interface includes a breadcrumb trail: Favorites > Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit. A 'New Window' icon is in the top right. The 'Totals' tab is active, and the 'Payments' tab is also visible. The main form area contains the following fields and data:

- Unit:** G1001
- Deposit ID:** NEXT
- None Applied**
- Accounting Date:** 11/24/2014
- Bank Code:** US002
- Bank Account:** RH
- Deposit Type:** C
- MIDAS Location:** G10000RH
- Control Currency:** USD
- Format Currency:** USD
- Rate Type:** CRRNT
- Exchange Rate:** 1.00000000

Below these fields are two summary tables:

Control Totals			
Control Total Amount:	600.00	*Count:	2
Entered Total Amount:	0.00	Count:	1
Difference Amount:	0.00	Count:	-1
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	0.00	Count:	0

Control Data	
*Received:	11/24/2014
*Entered:	11/24/2014
Posted:	
Assigned:	TEST_TRN
User:	TEST_TRN

At the bottom of the form are buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'. A 'Delete Deposit' button is also present in the top right area of the form.

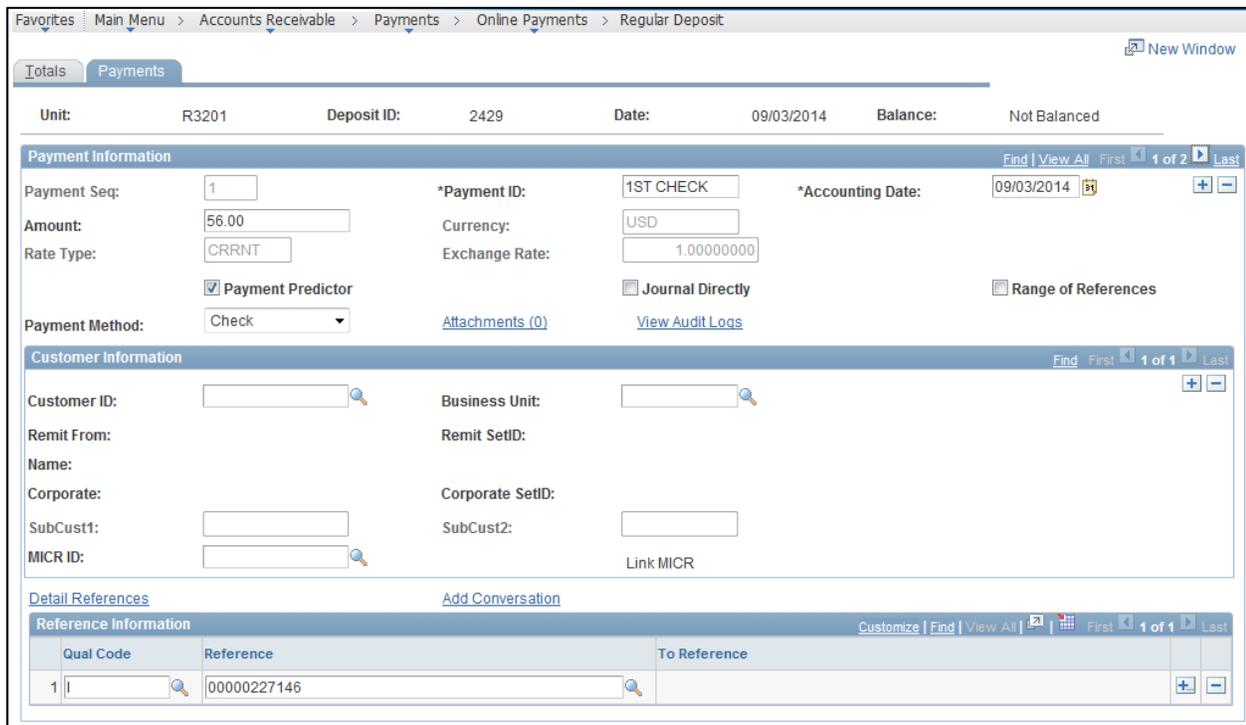
6. The *Totals* page is used to enter information and control totals for the deposit. Complete the fields as described below.

Field Name	
*Accounting Date	Defaults to the current date and should not be changed. The <i>Accounting Date</i> represents the accounting period that the transaction will post to in the General Ledger. Exception: Deposit entries processed between July 1 and the system hard close. The <i>Accounting Date</i> must be changed to facilitate accurate fiscal year end reporting. For example, If you receive a check and deposit it at the bank on June 30, but do not enter it into the system until July 1, dates will be as follows: Account Date – June 30, Entry Date – July 1, Received Date – June 30.
*Bank Code	Enter the <i>Bank Code</i> . The <i>Bank Code</i> will be determined by each agency. The description will most likely be a specific Bank Name. The <i>Bank Code</i> and <i>Bank Account</i> fields represent the actual bank account where the money is deposited.
*Bank Account	Enter the <i>Bank Account</i> . The <i>Bank Account</i> will be determined by each agency. The description will most likely be a specific Bank Name. The <i>Bank Code</i> and <i>Bank Account</i> fields represent the actual bank account where the money is deposited.
*Deposit Type	Accept the default <i>Deposit Type</i> of “C”. The “NSF” and “Electronic Funds Transfer (Wire)” options will be discussed in those specific topics.
*MIDAS Location	Enter the <i>MIDAS Location</i> (the bank location). This is the Treasury account in which the money is being deposited. Agencies will determine their <i>MIDAS Location</i> . If you are unsure of which <i>MIDAS Location</i> to use, check with your supervisor. Like all bank account information, it is important that this information is correct.
*Control Currency	Always select the Control Currency code “USD”, U.S. Dollars. Be sure to enter it here or you will have to enter it later on each line of the deposit.
*Control Total Amount	Enter the sum of the deposit. The amount must reconcile to the bank deposit slip.
*Count	Enter the number of payments making up the deposit.
Other Control Totals (display only)	<i>Other Control Total</i> fields display after further action with the deposit. For example, the <i>Difference Amount</i> would show a number if the total deposit amount doesn’t balance with the payments entered in the next step on the Payments tab.
*Received	Accept the default current date or enter a different date. The date on which the receipt is deposited (“received”) at the bank; date must be changed if necessary.

Field Name	Field Description
*Entered	Defaults to current date and must not be changed. This is the date that the receipt was actually input into SWIFT.
Assigned	Accept the default <i>User ID</i> (the person entering the receipt) or select a different <i>User ID</i> . This is the person in charge of monitoring the deposit progress through SWIFT. You might want to change this to someone else's name if you're going on vacation and someone else needs to monitor.
User (display only)	Displays the User ID of the person creating the deposit.

Step 2: Record the Payments that make up the Deposit on Payments tab

Next, you'll record each of the payments that make up the deposit on the **Payments** tab.



The screenshot shows the 'Payments' tab in the SWIFT interface. At the top, there are navigation tabs for 'Totals' and 'Payments'. Below this, a summary bar shows: Unit: R3201, Deposit ID: 2429, Date: 09/03/2014, Balance: Not Balanced. The main section is divided into three panels: 'Payment Information', 'Customer Information', and 'Reference Information'. The 'Payment Information' panel includes fields for Payment Seq (1), Amount (56.00), Rate Type (CRRNT), Payment Method (Check), and various other details like Payment ID (1ST CHECK) and Accounting Date (09/03/2014). The 'Customer Information' panel has fields for Customer ID, Business Unit, Remit From, Remit SetID, Name, Corporate, Corporate SetID, SubCust1, SubCust2, and MICR ID. The 'Reference Information' panel shows a table with columns for Qual Code, Reference, and To Reference, with one entry: Qual Code 1, Reference 00000227146.

1. Click on the **Payments** tab and enter the fields in the **Payments Information** section as described below.

Field Name	Field Description
Balance (Display only)	Displays the status of the deposit. When the <i>Amount</i> total and number of entered payments on the <i>Payments</i> page equals the <i>Control Amount</i> and <i>Count</i> on the <i>Totals</i> page, the status changes from "Not Balanced" to "Balanced".

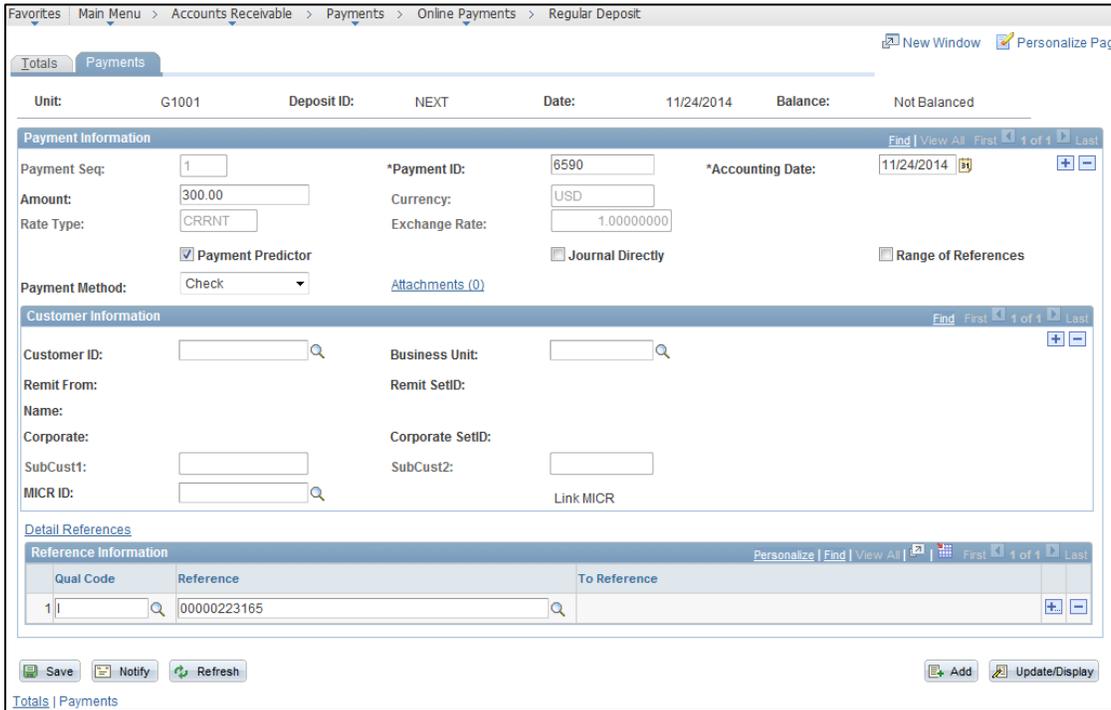


Field Name	Field Description
Payment Seq (Display only)	Displays the sequence number for each payment. When you enter a Payment ID, SWIFT assigns the next sequence number to the payment to allow the order in which payments are entered to be tracked.
*Payment ID	Enter a <i>Payment ID</i> field to identify the payment. You can enter the check number or any other identifier.
Accounting Date	The <i>Accounting Date</i> field displays the accounting date entered on the <i>Totals</i> page. Do not change this date.
Amount	Enter the amount of the payment.
*Payment Predictor	After entering the amount, the <i>Payment Predictor</i> is automatically selected. The Payment Predictor process matches AR Item payments to invoices and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day.
Journal Directly (not used with AR Items)	The “Journal Directly” option is not used for Regular Deposit entry of payments made on AR billed items. This option is covered in the Creating a Direct Journal Deposit Entry (Non-AR) topic.
Range of References	State of Minnesota does not use.

- Use either the **Customer Information** or the **Reference Information** sections to relate the payment.

Note: Most state agencies use the “Item Reference” Payment Predictor process which means that the process needs the *Item ID* referenced to correctly post the payment to the correct item. This is the default method. The other method is “Oldest Customer” which posts the payment to the oldest item under that customer’s account.

 - Use the **Reference Information** section to enter the *Item ID*.
 - Use the **Customer Information** section to enter the Customer ID.
 - If you know that this payment is for an AR Item but the customer and item information are not known, a payment worksheet will be created which you can use to identify the payment after research has been performed.



Customer Information Fields	
Customer ID	Enter the <i>Customer ID</i> or click on the Lookup button to search for and select a customer.
Business Unit	Enter the <i>Business Unit</i> or click on the Lookup to search for and select a <i>Business Unit</i> .
MICR ID	This is not used in Minnesota.

Qual Code	Select "I - Item".
Reference	Type in the Reference Item number or click on the Lookup and select it from the list. Note: If you are entering a payment for an Invoice that has multiple lines, you only need to reference the Item ID once.

- Click on the **Payment Information Plus (+)** button every time you need to add another payment to the deposit and complete the information as described above. When you are working with multiple payments, watch this area carefully to ensure you're on the right payment when you enter the Customer or Reference information.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals | Payments New Window | Personalize Page

Unit: G1001 Deposit ID: NEXT Date: 11/24/2014 Balance: Not Balanced

Payment Information Find | View All | First | 2 of 2 | Last

Payment Seq: *Payment ID: *Accounting Date: + -

Amount: Currency:

Rate Type: Exchange Rate:

Payment Predictor Journal Directly Range of References

Payment Method: [Attachments \(0\)](#)

Customer Information Find | First | 1 of 1 | Last

Customer ID: Business Unit:

Remit From: Remit SetID:

Name:

Corporate: Corporate SetID:

SubCust1: SubCust2:

MICR ID:

[Detail References](#)

Reference Information Personalize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	To Reference
1	<input type="text" value="00000223117"/> <input type="button" value="Q"/>	<input type="text"/>

Totals | Payments

- Use the **Payment Information** section **Arrows** to move between the payments.
- If you need to delete a payment from the deposit, use the **Payment Information Arrows** to navigate to the payment that must be deleted and click the minus button.

4. After entering all of the payments, click on the **Save** button.

Note: If you accepted the default of "NEXT", the *Deposit ID* changed from "NEXT" to a unique number after saving the information.

Step 3: Review the Totals tab to ensure that the Deposit is balanced

1. After saving the deposit, check to make sure that the deposit is balanced. The *Balance* field in the deposit header should indicate: "*Balanced*".

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

New Window | Personalize Page

Totals | **Payments**

Unit: G1001 Deposit ID: 132950128 Date: 11/24/2014 Balance: Balanced

Payment Information Find | View All | First | 2 of 2 | Last

Payment Seq: *Payment ID: *Accounting Date:

Amount: Currency:

Rate Type: Exchange Rate:

Payment Predictor Journal Directly Range of References

Payment Method: [Attachments \(0\)](#) [View Audit Logs](#)

Customer Information Find | First | 1 of 1 | Last

Customer ID: Business Unit:

Remit From: Remit SetID:

Name:

Corporate: Corporate SetID:

SubCust1: SubCust2:

MICR ID: [Link MICR](#)

[Detail References](#) [Add Conversation](#)

Reference Information Personalize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	To Reference
1 <input type="text" value=""/> <input type="button" value="Q"/>	<input type="text" value="00000223117"/> <input type="button" value="Q"/>	

Totals | Payments

- If the Deposit is not balanced, you must review the information entered on the **Totals** and **Payments** tabs, and make the necessary adjustments before proceeding to the next steps.

When you save the deposit, a payment worksheet is created automatically with the information that you have entered into the deposit. The Payment Predictor process matches AR Item payments to invoices and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day. If there isn't enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment. Queries can be run to check for errors and work to be done. Refer to the "[Using Searches and Queries to Check for Incomplete Payments](#)", and "[Using a Payment Worksheet to Apply Payments](#)" topics for instructions.

Having completed this topic, you should now be able to:

- Create a Regular Deposit for an AR Item

Creating an Express Deposit Entry

Topic Overview

The Express Deposit Entry method cannot be used for direct journals. If you know the *Item ID*, you can use the Express Deposit Entry to enter deposits, apply payments, and set payments to post in one step. However, agencies should evaluate whether this method is more efficient than the Regular Deposit Entry method. Consider the following:

- When the Regular Deposit Entry method is used, you will not need to apply the payment or set it to post if there is enough information entered on the deposit for the Payment Predictor process to match the payment to the customer.
- **WARNING!** If the Item has multiple lines, it is recommended that you use the Regular Deposit Entry method. If you use the Express Deposit Entry method for an Item that has multiple lines, you will need to enter each individual Item line; if you use the Regular Deposit Entry method, you will only need to reference the Item once.
- Staff must be trained to use more than one deposit entry method.

After completing this topic, you should be able to:

- Create an Express Deposit Entry

Process Steps

Create an Express Deposit Entry

This topic covers using Express Deposit Entry to enter deposits for AR Items.

The Express Deposit method enables you to enter the deposit, apply the payment, and set the payments to post all in one step.

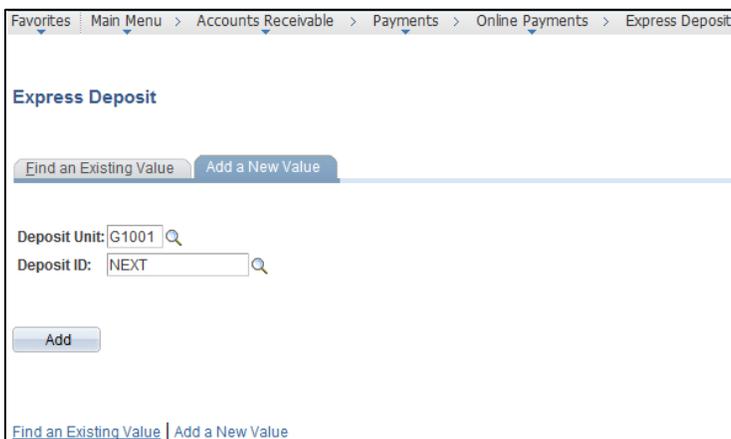
Steps to complete:

- Step 1: Complete the Overall Deposit Information on the Totals tab
- Step 2: Enter and Apply Payments on the Payments tab
- Step 3: Build the Worksheet and Select Batch Standard on the Actions tab

Step 1: Complete the Overall Deposit Information on the Totals tab

Begin by navigating to the *Express Deposit* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Express Deposit.
2. At the *Express Deposit* page, click on the **Add New Value** tab.
3. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
4. Accept the default of "NEXT" in the *Deposit ID* field and SWIFT will automatically assign the next number available after you save the deposit. You can also enter your own.



The screenshot shows a web browser window with the following elements:

- Browser tabs: Favorites, Main Menu, Accounts Receivable, Payments, Online Payments, Express Deposit.
- Page title: Express Deposit
- Navigation tabs: Find an Existing Value (inactive), Add a New Value (active).
- Form fields:
 - Deposit Unit: G1001
 - Deposit ID: NEXT
- Buttons: Add
- Footer: Find an Existing Value | Add a New Value

5. Click the **Add** button and the Express Deposit *Totals* page displays.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Express Deposit

Totals | Payments | Action

Unit: G1001 Deposit ID: NEXT

*Accounting Date: 12/03/2014 Control Currency: USD
 *Bank: US002 INTERSTATE Format Currency: USD
 *Account: RH Rate Type: CRRNT
 *Deposit Type: C CR Exchange Rate: 1.00000000
 MIDAS Location: G10000RH STPAUL-FINANCE DEPT

Control Totals		Control Data	
Control:	1,050.00	*Count:	2
Entered:	0.00	*Received:	12/03/2014
Difference:	1,050.00	*Entered:	12/03/2014
Posted:	0.00	Posted:	
Journalled:	0.00	Assigned:	TEST_TRN
		User:	TEST_TRN

Save Notify Refresh Add Update/Display

Totals | Payments | Action

6. The *Totals* page is used to enter information and control totals for the deposit. Complete the fields as described below.

Field Name	Field Description
*Accounting Date	Defaults to the current date and should not be changed. The <i>Accounting Date</i> represents the accounting period that the transaction will post to in the General Ledger. Exception: Deposit entries processed between July 1 and the system hard close. The <i>Accounting Date</i> must be changed to facilitate accurate fiscal year end reporting. For example, If you receive a check and deposit it at the bank on June 30, but do not enter it into the system until July 1, dates will be as follows: Account Date – June 30, Entry Date – July 1, Received Date – June 30.
*Bank Code	Enter the <i>Bank Code</i> . The <i>Bank Code</i> will be determined by each agency. The description will most likely be a specific Bank Name. The <i>Bank Code</i> and <i>Bank Account</i> fields represent the actual bank account where the money is deposited.
*Bank Account	Enter the <i>Bank Account</i> . The <i>Bank Account</i> will be determined by each agency. The description will most likely be a specific Bank Name. The <i>Bank Code</i> and <i>Bank Account</i> fields represent the actual bank account where the money is deposited.
*Deposit Type	Accept the default Deposit Type of "C". The "NSF" and "Wire" (Electronic Funds Transfer) options will be discussed in those specific topics.

Field Name	Field Description
MIDAS Location	Enter the <i>MIDAS Location</i> (the bank location). The treasury account where the money is being deposited. Agencies will determine their <i>MIDAS Location</i> . If you are unsure of which <i>MIDAS Location</i> to use, check with your supervisor. Like all bank account information, it is important that this information is correct.
*Control Currency	Always select the Control Currency code "USD", U.S. Dollars. Be sure to enter it here. If you don't, you will have to enter it later on each line of the deposit.
*Control Total Amount	Enter the sum of the deposit. The amount must reconcile to the bank deposit slip.
*Count	Enter the number of payments making up the deposit.
Other Control Totals (display only)	<i>Other Control Total</i> fields display after further action with the deposit. For example, the <i>Difference Amount</i> would show a number if the total deposit amount doesn't balance with the payments entered in the next step on the Payments tab.
*Received	Accept the default current date or enter a different date. The date on which the receipt is deposited ("received") at the bank; date must be changed if necessary.
*Entered	Defaults to current date and must not be changed. This is the date that the receipt was actually input into SWIFT.
Assigned (display only)	Accept the default <i>Use ID</i> (the person entering the receipt) or select a different <i>User ID</i> . This is the person in charge of monitoring the deposit progress through SWIFT. You might want to change this to someone else's name if you're going on vacation and someone else needs to monitor.
User (display only)	Displays to the User ID of the person creating the deposit.

7. Click the **Save** button. If you accepted the default *Deposit ID* of "NEXT", the system-assigned *Deposit ID* displays.

Step 2: Enter and Apply Payments on the Payments tab

Next, you'll record each of the payments that make up the deposit on the **Payments** tab.

1. Click on the **Payments** tab and enter the fields as described below.

Field Name	Field Description
Deposit Balanced (Display only)	Displays the status of the deposit. When the <i>Amount</i> total and number of entered payments on the <i>Payments</i> page equals the <i>Control Amount</i> and <i>Count</i> on the <i>Totals</i> page, the status changes from "Not Balanced" to "Balanced".



Field Name	Field Description
Payment Seq (Display only)	Displays the sequence number for each payment. When you enter a <i>Payment ID</i> , SWIFT assigns the next sequence number to the payment to allow the order in which payments are entered to be tracked.
*Payment ID	Use the <i>Payment ID</i> field to identify a payment. You can enter the check number or any other identifier.
*Accounting Date	The <i>Accounting Date</i> field displays the accounting date entered on the <i>Totals</i> page. Do not change this date.
*Amount	Enter the amount of the payment.
Payment Method	Accept the default "Check" for the Payment Method.
*Payment Predictor	IMPORTANT! Select <i>Payment Predictor</i> . When you select <i>Payment Predictor</i> , a worksheet is automatically created for every payment in the deposit when you click on the Build button. If you DO NOT select <i>Payment Predictor</i> , you will have to build the worksheet(s) manually.
Item ID (Reference Section)	Enter the <i>Item ID</i> or click on the Lookup icon to search for the <i>Item ID</i> . After you select the <i>Item ID</i> , the <i>Item Line</i> , <i>Payment Amount</i> , <i>Currency</i> , <i>Customer ID</i> and <i>Unit</i> are automatically populated. Note: If the Item has multiple lines, each line of the Item must be entered.

2. Click on the **Payment Information Plus (+)** button every time you need to add another payment to the deposit and complete the information as described above. When you are working with multiple payments, watch this area carefully to ensure you're on the right payment when you enter the Reference information.
Note: As you enter the Reference Information the *Status* is updated from "Unident" (Unidentified) to "Ident Exp" (Identified).
3. Click on the **Save** button.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Express Deposit

Totals | Payments | **Action**

Unit: G1001 Deposit ID: NEXT

Deposit Balance: Balanced

Entered Date: 12/03/2014

Status: No Action

Worksheet Actions	Posting Actions	Accounting Entry Actions
<input type="button" value="Build"/> <input type="button" value="Delete"/>	<input type="button" value="Do Not Post"/> <input type="button" value="Batch Standard"/>	<input type="button" value="Create Entries"/>

[Totals](#) | [Payments](#) | [Action](#)

2. Click on the **Build** button.
Note: If you selected **Payment Predictor**, the system automatically creates one worksheet for every payment in the deposit. The *Worksheet Created* field indicates the number of worksheets created. You can use the "Go to Worksheet" link to view the worksheet(s) created. If you **DID NOT** select **Payment Predictor**, you will have to build the worksheet(s) manually (Refer to the "[Using A Payment Worksheet to Apply Payments](#)" topic for instructions.)
3. Click on the **Batch Standard** button. The payments are set to post and the *Status* now indicates "Standard".
4. Click the **Save** button.

Creating a Wire Deposit for an AR Item

Topic Overview

Wire deposits are received by the Treasurer's Division of MMB (Treasurer) first from the bank. To record these receipts, you will partially enter a regular deposit for an AR Item, making sure to use the "W" (Wire) deposit type. When the "wire" deposit type is used, the transaction is routed through workflow to the Treasurer for approval. After the transaction is approved, you will complete the deposit as you would normally.

If you need to process a wire deposit for a Direct Journal miscellaneous cash receipt, refer to the ["Creating a Wire Deposit for a Direct Journal"](#) topic.

After completing this topic, you should be able to:

- Process a wire deposit for an AR Item

Process Steps

Create a Wire Deposit for an AR Item Deposit

This topic covers how to enter a wire deposit for an AR Item that has been received by the Treasurer first from the bank.

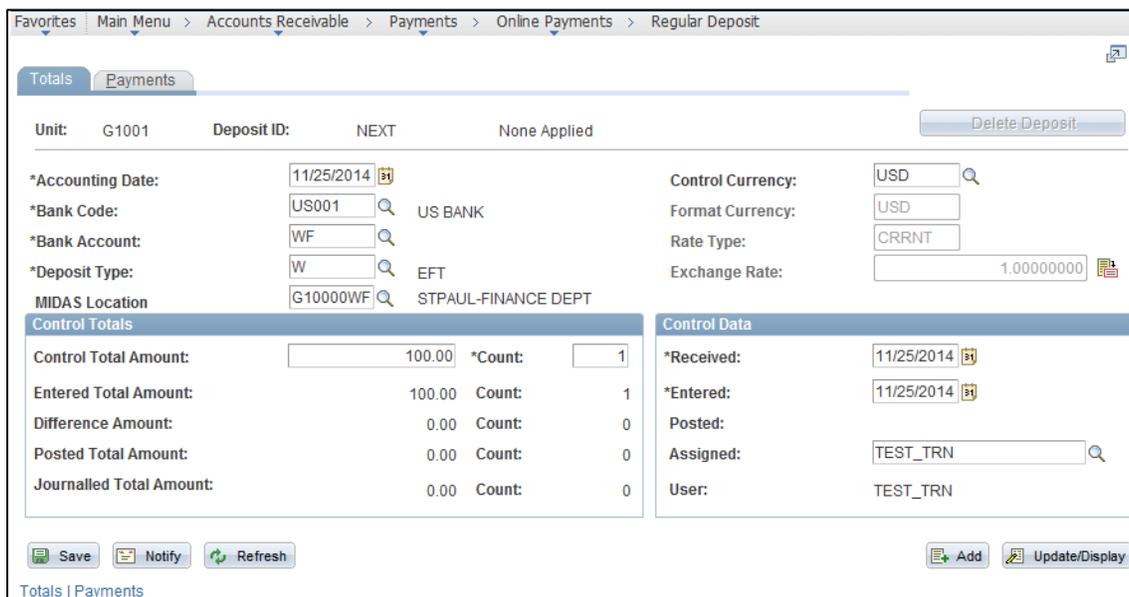
Steps to complete:

- Step 1: Partially Complete the Regular Deposit Entry pages
- Step 2: Monitor the Approval Workflow
- Step 3: Complete the Deposit as you would normally

Step 1: Partially Complete the Regular Deposit Entry pages

First you will partially complete the *Regular Deposit Entry* pages. Begin by navigating to the *Regular Deposit* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. On the *Regular Deposit* page, click on the **Add a New Value** tab to begin creating the new deposit.
3. Accept the default *Deposit Unit* or enter the **Deposit Unit**. This is a required field.
4. Accept the default of "NEXT" in the *Deposit ID* field and SWIFT will automatically assign the next number available after you save the deposit. You can also enter your own.
5. Click the **Add** button and the *Totals* page displays.
6. Complete the **Totals** tab fields as you would normally, making sure to select **"W"** for the **Deposit Type**. The "W" will trigger an automatic workflow to the Treasurer for approval after you save.



The screenshot shows the 'Regular Deposit' page with the 'Payments' tab selected. The form contains the following fields and values:

- Unit: G1001
- Deposit ID: NEXT
- None Applied
- Accounting Date: 11/25/2014
- Bank Code: US001 (US BANK)
- Bank Account: WF
- Deposit Type: W (EFT)
- MIDAS Location: G1000WF (STPAUL-FINANCE DEPT)
- Control Currency: USD
- Format Currency: USD
- Rate Type: CRRNT
- Exchange Rate: 1.00000000

Control Totals:

Control Total Amount:	100.00	*Count:	1
Entered Total Amount:	100.00	Count:	1
Difference Amount:	0.00	Count:	0
Posted Total Amount:	0.00	Count:	0
Journalled Total Amount:	0.00	Count:	0

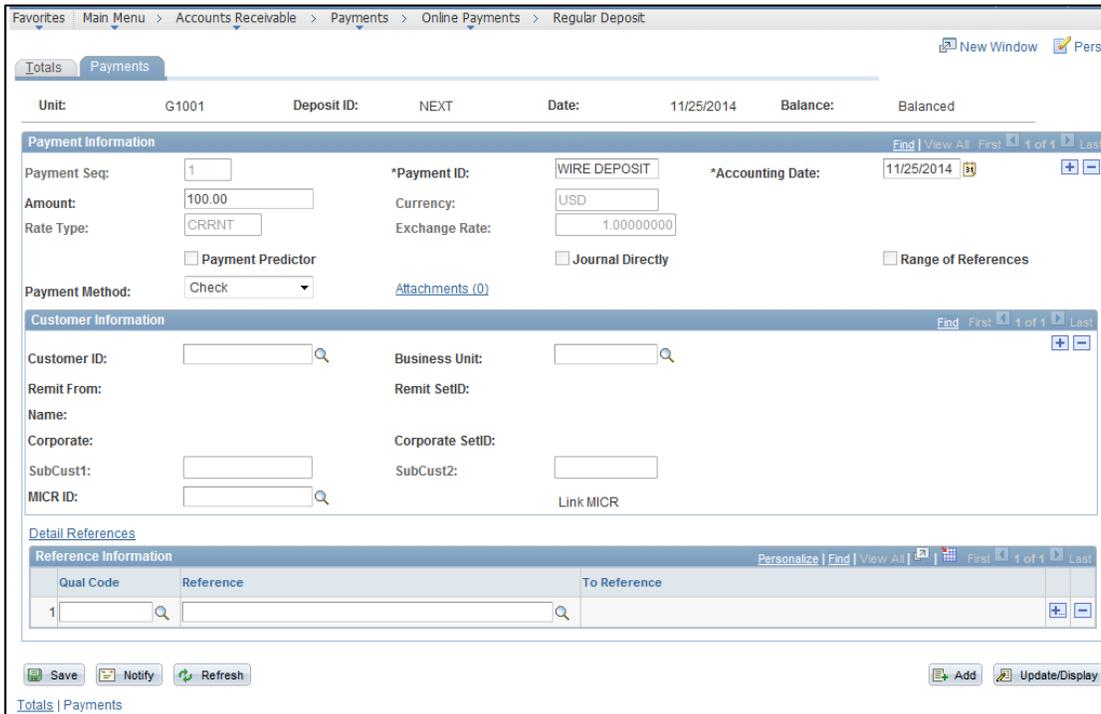
Control Data:

- *Received: 11/25/2014
- *Entered: 11/25/2014
- Posted:
- Assigned: TEST_TRN
- User: TEST_TRN

Buttons at the bottom include Save, Notify, Refresh, Add, and Update/Display.

7. Enter the applicable payment *Amount*, *Payment ID*, and Customer or item Reference Information for each line on the **Payments** tab.

- You should not select the Payment Predictor option at this point. (This option should not be available for editing.)
- If you do not enter the Customer or item Reference Information at this time, after the deposit is approved by the Treasurer, you will not be able to return to the deposit to enter the information because the deposit status is automatically set to “Complete”. Instead, you must enter the information on the Payment Worksheet and apply the payment manually. Refer to the [“Using a Payment Worksheet to Apply Payments”](#) topic.



The screenshot shows the 'Payments' tab in the SWIFT Accounts Receivable system. The breadcrumb trail is: Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit. The 'Totals' tab is active, showing a deposit for Unit G1001, Deposit ID NEXT, Date 11/25/2014, and a Balanced status.

Payment Information

Payment Seq: 1 | *Payment ID: WIRE DEPOSIT | *Accounting Date: 11/25/2014

Amount: 100.00 | Currency: USD | Exchange Rate: 1.00000000

Rate Type: CRRNT

Payment Predictor | Journal Directly | Range of References

Payment Method: Check | Attachments (0)

Customer Information

Customer ID: [] | Business Unit: []

Remit From: [] | Remit SetID: []

Name: []

Corporate: [] | Corporate SetID: []

SubCust1: [] | SubCust2: []

MICR ID: [] | Link MICR

Reference Information

Qual Code	Reference	To Reference
1	[]	[]

Buttons: Save, Notify, Refresh, Add, Update/Display

8. **WARNING!** Do not save the deposit until you are sure that the information is correct. You cannot make changes to the deposit after you save. After verifying the deposit, click on the **Save** button. The **Totals** tab displays “In Workflow” in the Deposit header. You will not be able to change anything at this point.

- When a deposit is in workflow, it should NOT be deleted under any circumstance, as this creates issues with the workflow.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Totals | Payments

Unit: G1001 Deposit ID: 132950133 In Workflow [View Audit Logs](#) [Delete Deposit](#)

*Accounting Date: 11/25/2014 Control Currency: USD
 *Bank Code: US001 US BANK Format Currency: USD
 *Bank Account: WF Rate Type: CRRNT
 *Deposit Type: W EFT Exchange Rate: 1.00000000
 MIDAS Location: G1000WF STPAUL-FINANCE DEPT

Control Totals				Control Data			
Control Total Amount:	100.00	*Count:	1	*Received:	11/25/2014		
Entered Total Amount:	100.00	Count:	1	*Entered:	11/25/2014		
Difference Amount:	0.00	Count:	0	Posted:			
Posted Total Amount:	0.00	Count:	0	Assigned:	TEST_TRN		
Journalled Total Amount:	0.00	Count:	0	User:	TEST_TRN		

Save Notify Refresh Add Update/Display

Totals | Payments

Step 2: Monitor the Approval Workflow

The next step is for the Treasurer to approve the deposit. After it has been approved your deposit will have a "Complete" status. At this point you will be able to finish up your deposit. If the deposit is not approved, you'll need to work with the Treasurer to resolve the issues.

There are a few ways to check for approval:

- Check your Workflow list. After the transaction is approved, it will appear in your workflow, indicating "Transaction Approved."

Favorites | Main Menu > Worklist > Worklist

Worklist

Worklist for TEST_TRN: Test Trainer ID

[Detail View](#) Worklist Filters: Feed

From	Date From	Work Item	Worked By Activity	Priority	Link		
Eichinger,Michelle S.	11/25/2014	Transaction Approved	Approval Workflow	3-Low	M_REG_DEPOSIT_47031 MREGDEPOSIT_1801-01-01.N.O. DEPOSIT_BU:G1001 DEPOSIT_ID:132950132 CONTROL_AMY:100RDCA.0.R	Mark Worked	Reassign

- Navigate to the Deposit and check to see if the status is "Complete" in the header of the **Totals** tab. (**Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.)
- Run the following Query: M_AR_GBL_DEPOSITS_IN_WORKFLOW. This query will provide a list of deposits in workflow. If the deposit is not in the results from the query, then it has been approved.



M_AR_GBL_DEPOSITS_IN_WORKFLOW- Deposits that need approval

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File](#) (5 kb)

View All First Last

	Unit	Deposit ID	Deposit Type	Bank	Account	MIDAS Loc	Control Total Amt	Acctg Date	Received	Entered	User	Deposit Status
1	G1001	1014	W	US001	WF	G10000WF	293060.720	07/01/2013	07/01/2013	07/01/2013	00238950	In Workflow
2	G1001	1071	W	US001	WF	G10000WF	831247.780	08/01/2013	08/01/2013	08/01/2013	00238950	In Workflow
3	G1001	1107	W	US001	WF	G10000WF	71550.500	08/15/2013	08/15/2013	08/15/2013	00238950	In Workflow
4	G1001	1159	W	US001	WF	G10000WF	107790.450	09/16/2013	09/16/2013	09/16/2013	00238950	In Workflow
5	G1001	1182	W	US001	WF	G10000WF	31570.060	10/01/2013	10/01/2013	10/01/2013	00238950	In Workflow

Step 3: Complete the Deposit as you would normally

If enough information was entered in the deposit for the AR Item, the Payment Predictor process matches AR Item payments to invoices and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day. If there isn't enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment. Queries can be run to check for errors and work to be done. Refer to the ["Using Searches and Queries to Check for Incomplete Payments"](#), and ["Using a Payment Worksheet to Apply Payments"](#) topics for instructions.

Processing a Returned Item for an AR Item – MMB Notification

Topic Overview

This topic covers how to process a Returned Item (returned check) for an AR Item when you have been notified by Minnesota Management & Budget (MMB).

Note: If you are notified of the Returned Item by your bank rather than by MMB, check with your supervisor to verify the process that you should use.

There are several steps required to handle the Returned Item payment. First, you'll need to unpost the original item. This removes the original payment and reopens the item. You will then reapply the payment to the customer's account. Next, you will create a Payment Worksheet to put the amount "On Account." Finally, you will create a Maintenance Worksheet to write-off the credit.

Returned Items include:

- Non-Sufficient Funds
- Stop Payment
- Refer to Maker
- Missing Endorsement
- Account Not Found
- Altered Fraudulent Document

You'll receive an email notification similar to below from MMB:

Subject: G10 Returned Items 111914

See attached **11/19/14** Returned Items. MMB has processed the clearing account transaction(s) for these returned items. The **MMB Deposit Id Number** and **Entered Date** is located on the attached EmailReport.rtf document.

Please complete the required transaction(s) **within 5 days** of receiving the returned items e-mail, agencies must complete the returned items process.

After completing the appropriate Return Item procedure, please submit an email to (GENERALACCTG.MMB@state.mn.us) with the following information:

- Entered Date
- Business Unit (Agency)#
- Deposit ID number
- Monetary Amount (amount of the returned item)
- MMB Deposit ID# (Located on the EmailReport.rtf)

Your assistance in the Returned Items Process is GREATLY appreciated!!

One of the email attachments displays the MMB Deposit ID.

Returned Items

Entered Date: 11/20/2014
Returned Item Date: 11/19/2014
Total Deposit: 618.12
For Business Unit: G1001

Copies of the Returned check(s) and Notice of Returned Deposited Item(s) are attached to the email.

<i>Agcy</i>	<i>Midas Location</i>	<i>Speed Chart</i>	<i>Amount</i>	<i>MMB Deposit ID Number</i>
G1001	G10240RH	NSFCLRACCT	618.12	NSFG10141119940

Another attachment displays the date the Item was returned to the bank.

usbank RETURNED DEPOSITED ITEMS
 Customer Service: 1-800-872-2657
 Date: November 19, 2014 Advice D-104940

NOTICE OF RETURNED DEPOSITED ITEM(S) Acct:

Reason	Maker Name	Seq #	Item Amount
NSF		99006194	\$618.12

STATE OF MINNESOTA
 STATE TREASURER'S OFFICE #10240
 DO NOT MAIL TO CUSTOMER
 TRUNCATION REQUIRED

1 Item(s) charged totaling: \$618.12
 Advice Total: \$618.12

After completing this topic, you should be able to:

- Process a Returned Item for an AR Item

Process Steps

Process a Returned Item for an AR Item

This topic covers how to process a Returned Item for an AR Item.

WARNING! It is important to unpost and repost the same day so the General Ledger and the Treasury are in sync. It is best to complete this process before 11:00 a.m. or wait until after 12:00 p.m. to process. It is also recommended that the ARUpdate process be run manually after steps 2 and 4 listed below.

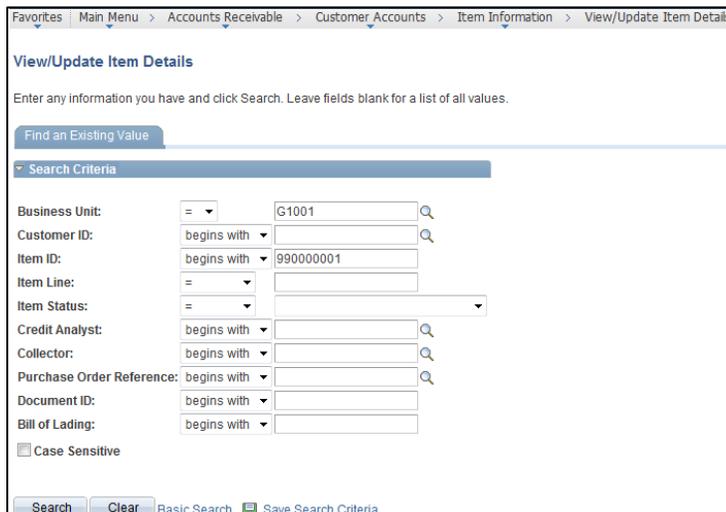
Steps to complete:

- Step 1: Locate Relevant Information for the Unposting Process
- Step 2: Unpost the Payment (removes the original payment from the Item and reopens the Item)
- Step 3: Reapply the Original Payment to the Customer’s Account
- Step 4: Create a Payment Worksheet (reposts the amount “On Account”)
- Step 5: Create a Maintenance Worksheet (writes off the credit to the customer’s account)

Step 1: Unpost the Item

Before unposting the payment that is now a Returned Item, you will need to find out more reference information about the AR Item. There are several screens available to help you retrieve this information. In this example, we will use the *View/Update Item Details* pages.

1. **Navigation Links:** Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details.
2. Accept the default *Business Unit* or enter a *Business Unit*.
3. Enter the *Item ID*.

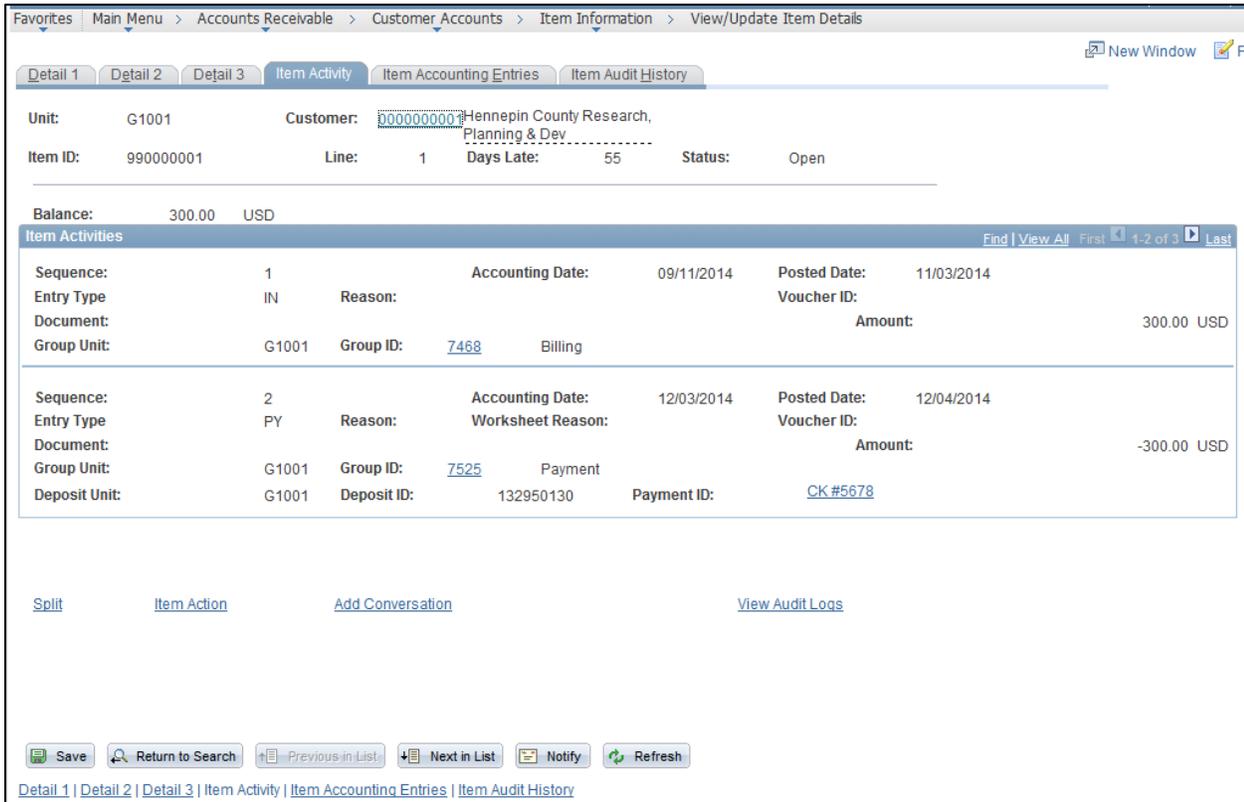


The screenshot shows a web browser window with the following breadcrumb trail: Favorites | Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details. The page title is "View/Update Item Details". Below the title, there is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." A button labeled "Find an Existing Value" is present. The main section is titled "Search Criteria" and contains the following fields:

- Business Unit: = [G1001]
- Customer ID: begins with []
- Item ID: begins with [990000001]
- Item Line: = []
- Item Status: = []
- Credit Analyst: begins with []
- Collector: begins with []
- Purchase Order Reference: begins with []
- Document ID: begins with []
- Bill of Lading: begins with []

At the bottom, there is a checkbox for "Case Sensitive" and buttons for "Search", "Clear", "Basic Search", and "Save Search Criteria".

4. Click on the **Search** button. The *Detail 1* page displays.
5. Click on the **Item Activity** tab. Activity associated with the Item displays, including the original invoice (Entry Type "IN"), and the payment that is now a Returned Item (Entry Type "PY").



Item ID: 990000001 Line: 1 Days Late: 55 Status: Open

Balance: 300.00 USD

Item Activities		Find View All		First	1-2 of 3	Last
Sequence:	1	Accounting Date:	09/11/2014	Posted Date:	11/03/2014	
Entry Type	IN	Reason:		Voucher ID:		
Document:				Amount:	300.00 USD	
Group Unit:	G1001	Group ID:	7468	Billing		
Sequence:	2	Accounting Date:	12/03/2014	Posted Date:	12/04/2014	
Entry Type	PY	Reason:	Worksheet Reason:	Voucher ID:		
Document:				Amount:	-300.00 USD	
Group Unit:	G1001	Group ID:	7525	Payment		
Deposit Unit:	G1001	Deposit ID:	132950130	Payment ID:	CK #5678	

[Split](#) [Item Action](#) [Add Conversation](#) [View Audit Logs](#)

[Save](#) [Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#) [Refresh](#)

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Activity](#) | [Item Accounting Entries](#) | [Item Audit History](#)

6. Make note of the payment fields, including *Group ID*, *Deposit ID*, *Payment ID*, and *Sequence*.

Step 2: Unpost the Payment (removes the original payment from the Item and reopens the Item)

Begin by navigating to the *Payment Group* search page to access the original deposit and unpost it.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Unpost Groups, Payment Group.
2. At the *Payment Group* page, accept the *Deposit Unit* default or enter a *Deposit Unit*.

3. Enter the *Deposit ID* for the deposit you want to unpost.
Note: Other search fields are available to limit your search results, including *Payment Sequence*, *Payment ID* and date fields.

Payment Group

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: = G1001

Deposit ID: begins with 132950130

Payment Sequence: =

Payment ID: begins with

Payment Type: =

Entered Date: =

Posted Date: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	Group Unit	Group ID	Payment Type	Origin ID	Entered Date	Posted Date	Assigned Operator ID
G1001	132950130	1	CK #5678	G1001	7525	Payment	PS_AR	12/03/2014	12/04/2014	TEST_TRN
G1001	132950130	3	CK #1234	G1001	7526	Payment	PS_AR	12/03/2014	12/04/2014	TEST_TRN

4. Click on the **Search** button.
5. If more than one payment was in the deposit, click on the payment you want to unpost in the **Search Results** section. The *Payment Control* page displays showing information about the deposit.

Payment Control Options Action

Deposit Unit: G1001 Deposit ID: 132950130 Payment ID: CK #5678

Accounting Date: 12/03/2014 Approved By: TEST_TRN

Group Type: P Payment

Origin ID: PS_AR PS AR

Payment Type: Payment

Currency Control: Format: USD

Totals		Control Data		
Control:	-300.00 *Count:	1	Received:	12/03/2014
Entered:	-300.00 Count:	1	Entered:	12/03/2014
Difference:	0.00 Count:	0	Posted:	12/04/2014
Posted:	-300.00 Count:	1	Assign:	TEST_TRN
			User:	TEST_TRN

Group Status

Edit Status: Edited Accounting Entries: Balanced

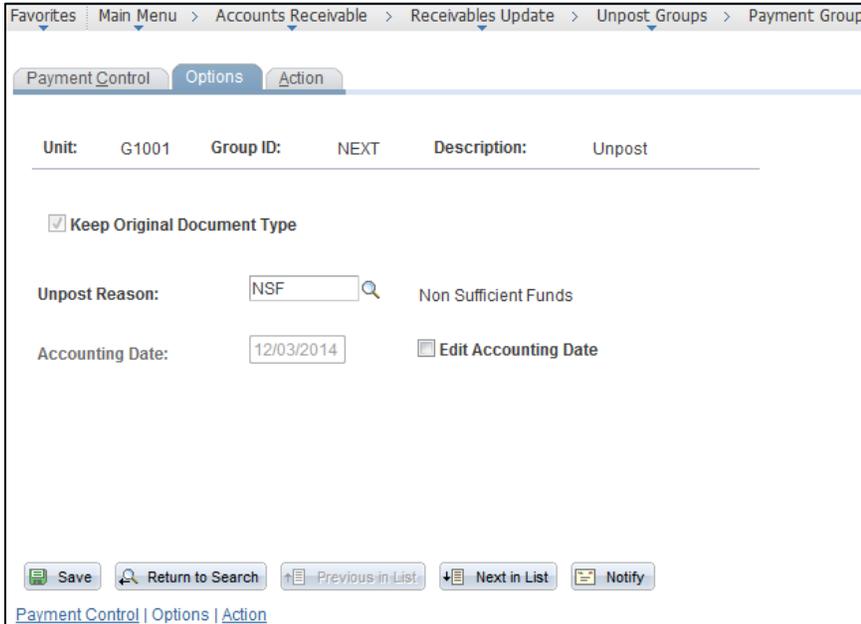
Balanced: Yes Posting Action: Do Not Post

Posting Status: Complete

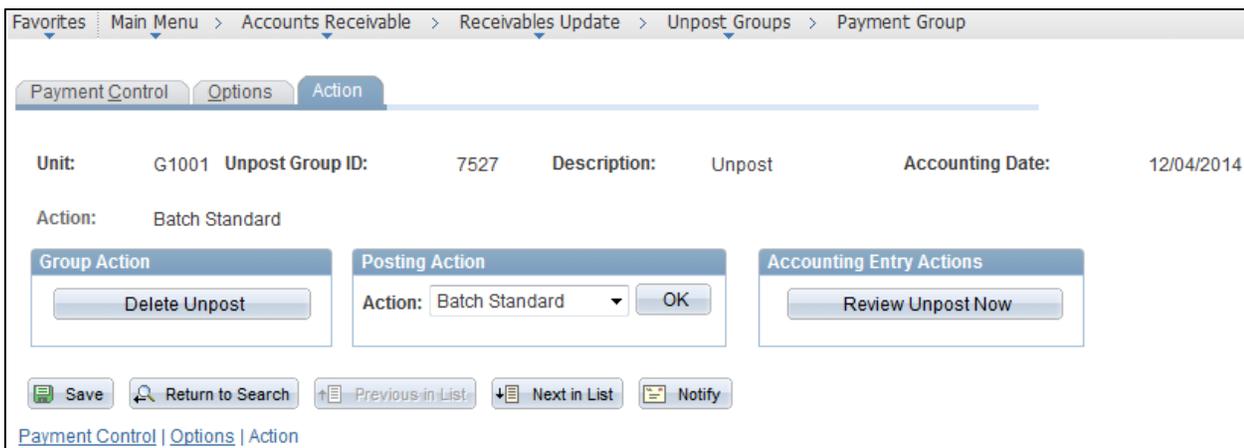
Save Return to Search Previous in List Next in List Notify

Payment Control | Options | Action

6. Click on the **Options** tab.
7. Click on the **Unpost Reason Lookup** button and select “NSF” (Non-Sufficient Funds).



8. The *Accounting Date* should be the current date. If necessary, click on the **Edit Accounting Date** checkbox and change the date to the current date.
9. Click on the **Action** tab.
10. Click on the **Action** drop-down list and select “**Batch Standard**” to post this action.
11. Click on the **OK** button in the **Posting Action** section.
12. Click on the **Save** button.

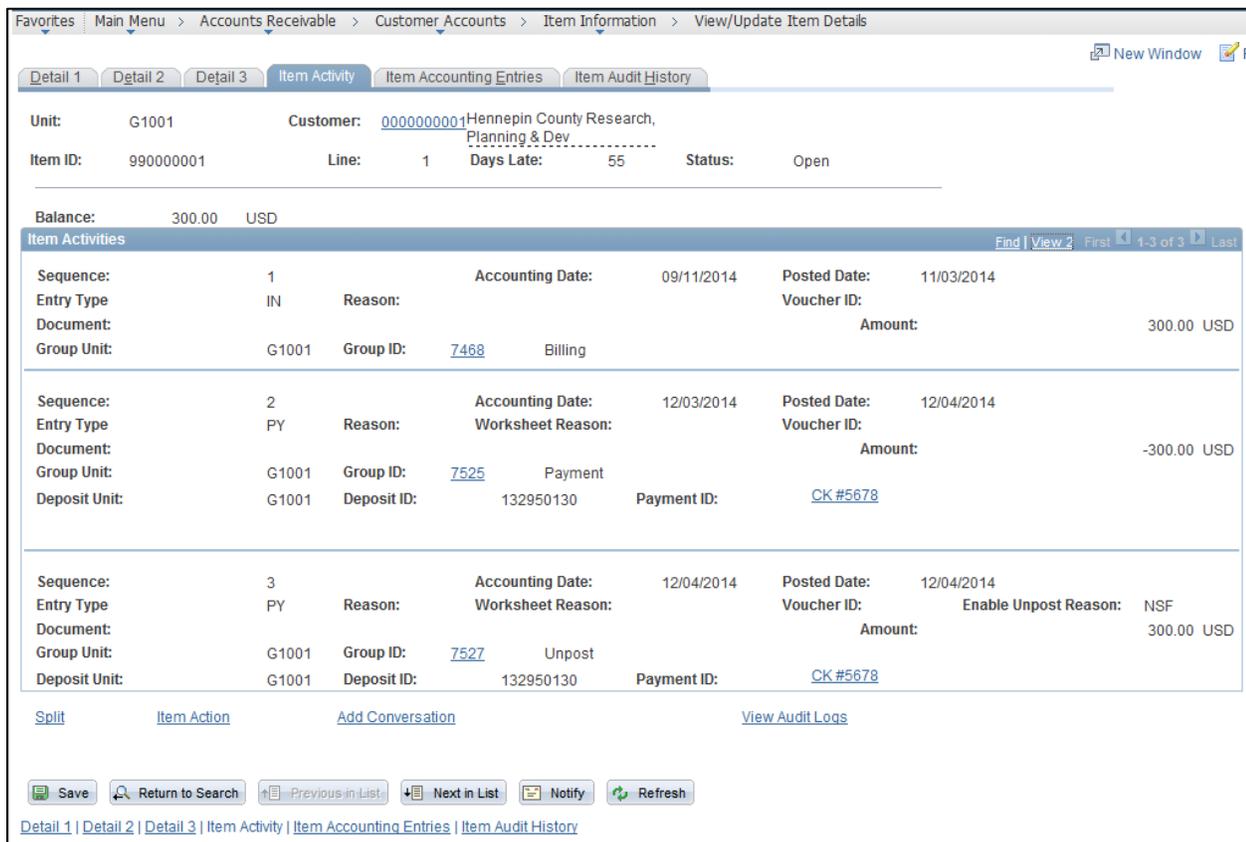


13. After saving, the *Unpost Group ID* displays in the header on the **Action** tab. Make note of the *Group ID* for the next step.

14. Next, the ARUpdate process must be run to unpost the Payment Group and create accounting entries in General Ledger (GL). This process removes the original payment from the Item and reopens the Item. In Step 3, you will repost the payment to the customer's account.

WARNING! So that the GL and the Treasury are in sync, it is important to unpost and repost the same day; it is best to complete this process before 11:00 a.m. or wait until after 12:00 p.m. to process. It is recommended that you run the process manually, rather than waiting for the batch process to run. Refer to the "[Running the ARUpdate Process](#)" topic for assistance.

Note: After the ARUpdate process is run, the *Item Activity* page displays the original invoice, the payment, and the unposting of the payment.



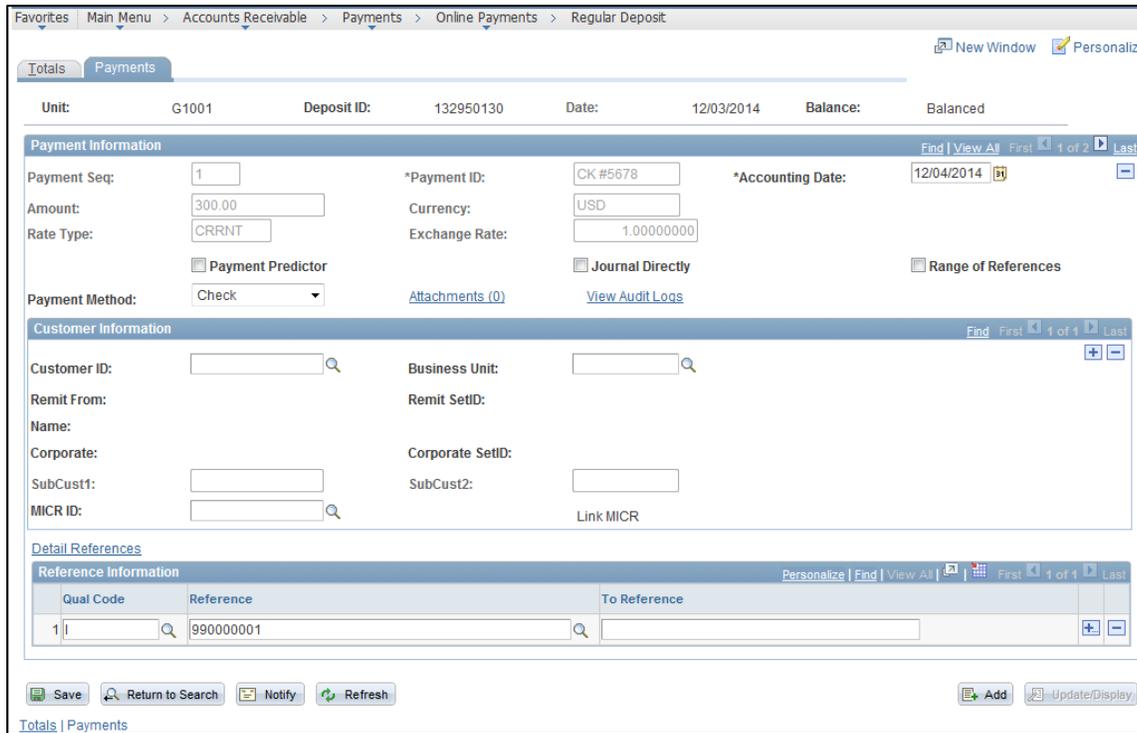
Step 3: Reapply the Original Payment to the Customer's Account

Next, reapply the original payment to the customer's account. Begin by navigating to the *Regular Deposit* page to enter customer information and remove the item reference.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
3. Enter the *Deposit ID* for the original deposit.
4. Click on the **Search** button. The *Regular Deposit* page displays.

- Click on the **Payments** tab. If more than one payment was in the deposit, use the arrow keys to navigate to the payment you unposted.

Note: The original deposit **Reference Information** section displays the *Item ID*.



The screenshot shows the 'Payments' tab in the SWIFT Accounts Receivable system. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit. The 'Payments' sub-tab is active. At the top, the following information is displayed: Unit: G1001, Deposit ID: 132950130, Date: 12/03/2014, Balance: Balanced. Below this are three main sections:

- Payment Information:** Includes fields for Payment Seq (1), Amount (300.00), Rate Type (CRRNT), Payment Method (Check), *Payment ID (CK #5678), Currency (USD), Exchange Rate (1.00000000), and *Accounting Date (12/04/2014). There are also checkboxes for Payment Predictor, Journal Directly, and Range of References.
- Customer Information:** Includes fields for Customer ID, Business Unit, Remit From, Remit SetID, Name, Corporate, Corporate SetID, SubCust1, SubCust2, and MICR ID. There are search icons and a 'Link MICR' button.
- Reference Information:** A table with columns 'Qual Code', 'Reference', and 'To Reference'. The first row contains '1', '990000001', and an empty field. There are search icons and a minus sign button for the first row.

 At the bottom of the form are buttons for Save, Return to Search, Notify, Refresh, Add, and Update/Display.

- WARNING!** Do not check the “Payment Predictor” option. (If the Payment Predictor option is checked, the payment will be reposted when the batch processes run again.)
- Enter the *Customer ID* or click on the **Lookup** icon to search for a customer.
- Accept the default *Business Unit* or select a different *Business Unit*.
- In the **Reference Information** section, delete the Reference *Item ID* by clicking on the **Minus (-)** for row one.
- Click **OK** button at the prompt.
- Click on the **Save** button.

Step 4: Create a Payment Worksheet

Next, create a Payment Worksheet to apply the amount “On Account.” Begin by navigating to the *Create Worksheet* page.

- Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.
- If navigating directly from the *Payments* page for the deposit, the *Deposit Unit* and *Deposit ID* are automatically supplied. If not, verify the *Deposit ID* and enter the *Deposit ID* for the original deposit.
- Click on the **Search** button. The *Payment Worksheet Selection* page displays *Customer ID* populated.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Create Worksheet](#)
New Win

Payment Worksheet Selection

Deposit Unit: G1001 **Payment ID:** CK #5678 **Payment Predictor**
Deposit ID: 132950130 **Payment Amount:** 300.00 USD
Deposit Status: Partially Applied **Payment Status:** Identified

Customer Criteria

Customer Criteria: Customer Items
Customer Reference Find | View All | First | 1 of 1 | Last
Customer ID: 0000000001 **Business Unit:**
SubCustomer 1: **SubCustomer 2:**
Name: _____
Remit SetID: _____ **Remit From ID:** _____
Corporate SetID: _____ **Corporate ID:** _____
MICR ID: **Link MICR**

Reference Criteria

Reference Criteria: None
Restrict to: All Customers
Match Rule: Exact Match
[Detail Reference](#)
[Item Status](#)

Item Reference Personalize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	To Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>

Item Inclusion Options

All Items **Deduction Items Only** **Items in Dispute Only**
 Exclude Deduction Items **Exclude Collection Items** **Exclude Dispute Items**

Worksheet Action

 Created at: _____ **Items:** 0

[Worksheet Selection](#) [Worksheet Application](#) [Worksheet Action](#)

4. If necessary, select the *Business Unit* in the **Customer Reference** section. The Customer name displays.
5. **WARNING!** The *Reference Criteria* field must = "None". Otherwise, all items will be pulled into the worksheet.
6. Click on the **Build** button in the **Worksheet Action** section. The *Payment Worksheet Application* page appears.
7. Click on the **Add New Row** plus (+) to add a row. The *Add New Row* dialog displays.

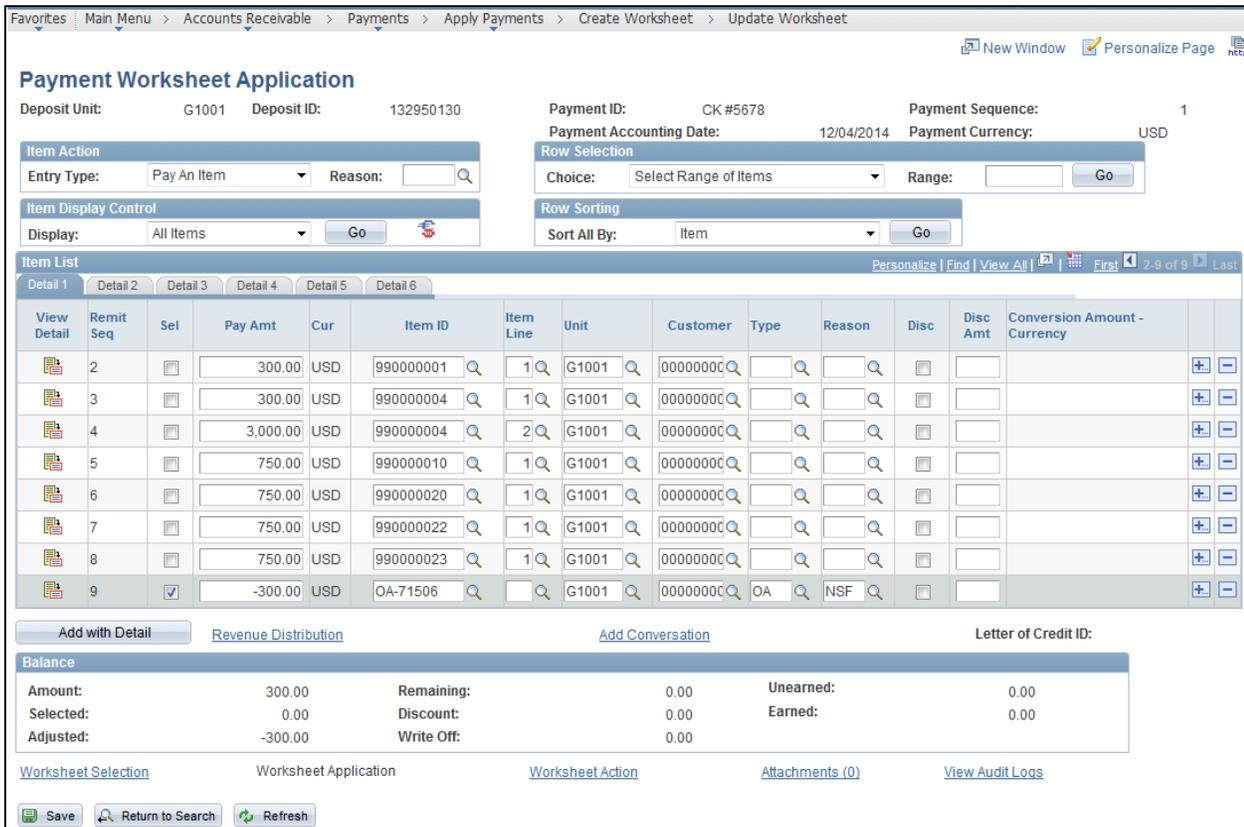
state.mn.us needs some information ✖

Script Prompt:

Enter number of rows to add:

8. Accept "1" at the prompt verifying that is how many rows you would like to add.
9. Click the **OK** button and you are returned to the *Payment Worksheet Application* page.
10. Complete the fields as described below.

Field Name	Field Description
*Pay Amt	Enter the negative amount for the credit. Note: This amount will display in the <i>Adjusted</i> field of the <i>Balance</i> section.
*Entry Type	Select "OA" (Place an Amount On Account).
Item ID	After selecting the "OA" <i>Entry Type</i> , the system will automatically generate a new <i>Item ID</i> ; for example, "OA49".
*Reason	Select "NSF" (Non-Sufficient Funds) for the reason. This is mandatory for correct classification of "On Account" items.



The screenshot shows the 'Payment Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Payments, Apply Payments, Create Worksheet, and Update Worksheet. The main area contains several control panels: 'Item Action' with 'Entry Type' set to 'Pay An Item' and 'Reason' set to 'NSF'; 'Item Display Control' with 'Display' set to 'All Items'; 'Row Selection' with 'Choice' set to 'Select Range of Items'; and 'Row Sorting' with 'Sort All By' set to 'Item'. Below these is an 'Item List' table with columns: View Detail, Remit Seq, Sel, Pay Amt, Cur, Item ID, Item Line, Unit, Customer, Type, Reason, Disc, Disc Amt, and Conversion Amount - Currency. The table contains 9 rows, with the 9th row selected (checked in the 'Sel' column) showing a pay amount of -300.00 USD and an item ID of OA-71506. Below the table is a 'Balance' summary section with fields for Amount, Selected, Adjusted, Remaining, Discount, Write Off, Unearned, and Earned. At the bottom, there are buttons for Save, Return to Search, and Refresh, along with links for Worksheet Selection, Worksheet Application, Worksheet Action, Attachments (0), and View Audit Logs.

11. Click on the **Save** button. Make note of the "On Account" *Item ID* for the next step.
12. Click on the *Worksheet Action* link at bottom of page. The *Payment Worksheet Action* page displays.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Payments](#) > [Apply Payments](#) > [Create Worksheet](#) > [Update Worksheet](#) > [Finalize Worksheet](#)

Payment Worksheet Action

Deposit Unit: G1001 Deposit ID: 132950130 Payment ID: CK #5678

Entered Date: 12/03/2014 Status: Batch Standard

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard

Accounting Entry Action

Create/Review Entries

[Worksheet Selection](#) [Worksheet Application](#) Worksheet Action

13. **WARNING!** Make sure to select “**Batch Standard**” for the *Action*.
14. Click on the **OK** button.
15. Next, the ARUpdate process must be run to repost the payment and create accounting entries in the General Ledger (GL).

WARNING! So that the GL and the Treasury are in sync, it is important to unpost and repost the same day; it is best to complete this process before 11:00 a.m. or wait until after 12:00 p.m. to process. It is recommended that you run the process manually, rather than waiting for the batch process to run. Refer to the “[Running the ARUpdate Process](#)” topic for assistance.

Step 5: Create a Maintenance Worksheet

Next, you will create a maintenance worksheet to write off the “On Account” amount so that this amount is an open item on the customer’s account.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet.
2. Click on the **Add New Value** tab.
3. Accept the default *Business Unit* or enter a *Business Unit*.
4. Accept the default “NEXT” in the *Worksheet ID* field and the system will assign the next number available after you save the worksheet.
5. Click on the **Add** button. The *Worksheet Selection* page displays.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Worksheet Selection | Worksheet Matches

Unit: G1001 Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: None

Customer Reference Find | View All | First 1 of 1 Last

Cust ID: [] Business Unit: []

Name: []

Remit SetID: [] Remit From ID: []

Corporate SetID: [] Corporate ID: []

Rate Type: CRRNT Acctg Date: 12/04/2014

MICR ID: [] [Link MICR](#)

Reference Criteria

*Reference Criteria: Specific Value

*Restrict to: All Customers

*Match Rule: Exact Match

Anchor BU: G1001

Currency: USD

Item Reference Personalize | Find | View All | First 1 of 1 Last

Qual Code	Reference	To Reference
I	OA-71506	

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only

Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Item Selection Filter

Acctg Date From: [] Acctg Date To: []

AR Specialist: [] Deduction Reason: [] Broker ID: []

Worksheet Action

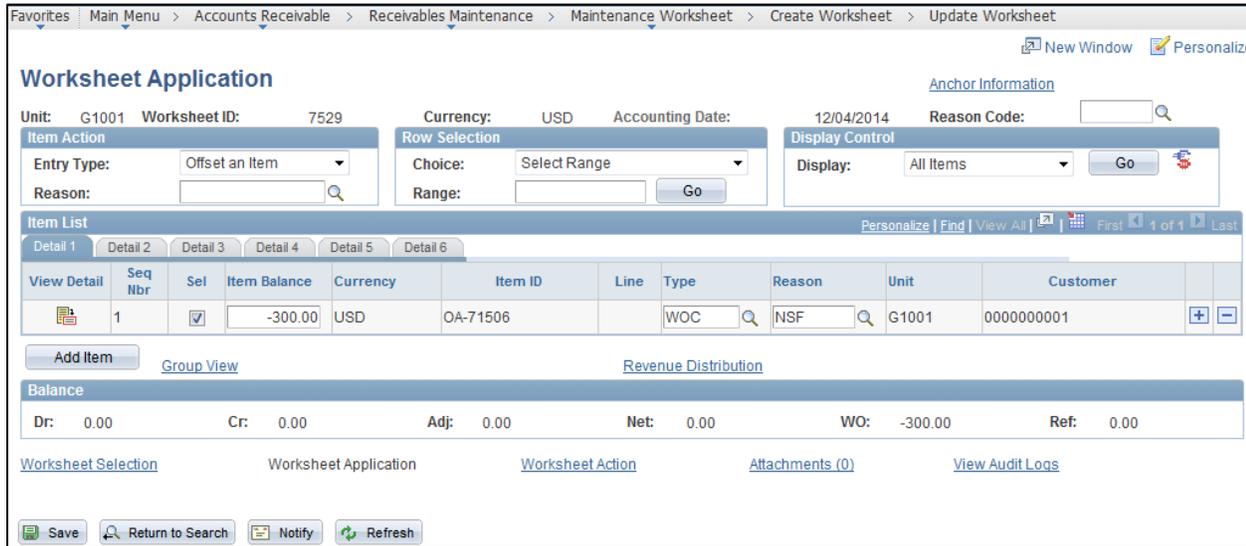
[Build](#) [Clear](#) Created Date/Time: [] Number of items in worksheet: 0

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

6. Complete the **Reference Criteria** section as described below.

Field Name	Field Description
Reference Criteria	Must = "Specific Value".
Qual Code	Select "I - Item".
Reference	Enter the original "On Account" <i>Item Number</i> ("OA____") or click on the Lookup to search for the Item.
Anchor BU	Enter the <i>Business Unit</i> .

7. Click on the **Build** button and the *Worksheet Application* page displays.



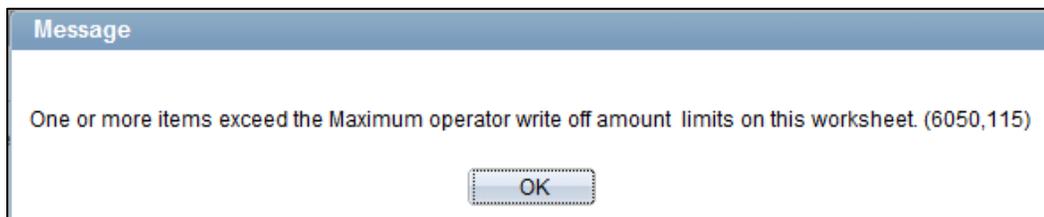
The screenshot shows the 'Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, and Update Worksheet. Below this, there are several control panels: 'Unit: G1001', 'Worksheet ID: 7529', 'Currency: USD', 'Accounting Date: 12/04/2014', and 'Reason Code:'. There are also dropdown menus for 'Entry Type' (set to 'Offset an Item') and 'Row Selection' (set to 'Select Range'). A 'Display Control' panel shows 'Display: All Items' with a 'Go' button. The main 'Item List' section contains a table with columns: View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, and Customer. The table has one row with the following data: View Detail (icon), Seq Nbr (1), Sel (checked), Item Balance (-300.00), Currency (USD), Item ID (OA-71506), Line, Type (WOC), Reason (NSF), Unit (G1001), and Customer (0000000001). Below the table are buttons for 'Add Item', 'Group View', and 'Revenue Distribution'. A 'Balance' section shows: Dr: 0.00, Cr: 0.00, Adj: 0.00, Net: 0.00, WO: -300.00, Ref: 0.00. At the bottom, there are links for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action', 'Attachments (0)', and 'View Audit Logs'. A footer bar contains 'Save', 'Return to Search', 'Notify', and 'Refresh' buttons.

8. Complete the **Item List** section fields as described below.

Field Name	Field Description
*Type	Select "WOC" (Write off a Credit).
*Reason	Select "NSF" (Non-Sufficient Funds). This is mandatory. If this is not selected, it will not create the offset line to the Clearing account as needed to "clear" that NSF item.
*Sel	Click the <i>Sel</i> checkbox for each Item you want to write-off.

9. Click on the **Save** button. Make note of the *Worksheet ID* for the next step.

Note: If you receive the below message indicating that the maximum operator write off amount limits have been exceeded, you do not have the security to process the write off amount. Contact your supervisor for instructions.



The message dialog box has a title bar 'Message'. The main text reads: 'One or more items exceed the Maximum operator write off amount limits on this worksheet. (6050,115)'. At the bottom center is an 'OK' button.

10. Click on the *Worksheet Action* link.

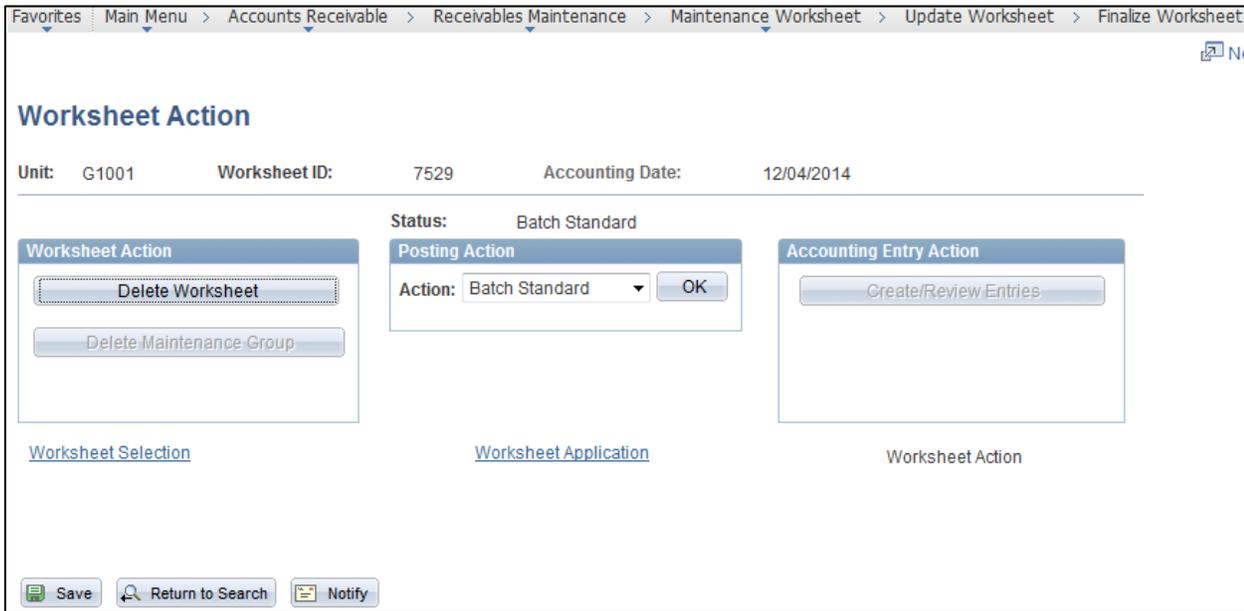
11. Click on the **OK** button to accept the **Submit to Workflow** action. "Pending Approval" is now displayed in the Posting Action section.

Step 6: Complete Processing of the Returned Item Worksheet

Agencies may have different procedures for approving write-offs. Staff with the appropriate security will complete the *Worksheet Action* page for the Returned Item.

Begin by navigating to the maintenance worksheet that is in progress for the Returned Item.

1. **Navigation Links:** Accounts Receivable, Receivable Maintenance, Maintenance Worksheet, Update Worksheet.
2. Accept the default *Worksheet Business Unit* or enter a *Business Unit*.
3. Enter the *Worksheet ID* for the NSF.
4. Click on the **Search** button.
5. **WARNING!** At the *Worksheet Action* page, make sure to select “**Batch Standard**” for the Posting Action.
6. Click on the **OK** button.
7. Click on the **Save** button.



Next, the ARUpdate process must be run to create accounting entries in the GL (General Ledger). The ARUpdate batch process runs several times a day. You can also run the process manually. Refer to the [“Running the ARUpdate Process”](#) topic for assistance.

Having completed this topic, you should now be able to:

- Process a Returned Item for an AR Item

Using Searches and Queries to Check for Incomplete Deposits

Topic Overview

There are quick ways to find deposits that need work. You can search by your Business Unit(s) using the Regular and Express Deposits search pages available from the Online Payment menu. You can also search under the Incomplete Deposit search page from the Review Payments menu. Additionally, there are queries that can be run from the Query Viewer.

A detailed list of inquiries that should be performed on a regular basis, along with search criteria tips, is located in the Appendix of this User Guide (refer to the [“SWIFT Inquiries for Clean-Up and Review”](#) topic).

After completing this topic, you should be able to:

- Run Searches and Queries to Check for Incomplete Deposits

Process Steps

Use Searches and Queries to Check for Incomplete Deposits

This topic covers some of the options available to check for unfinished deposits.

Options available to check for work to be done:

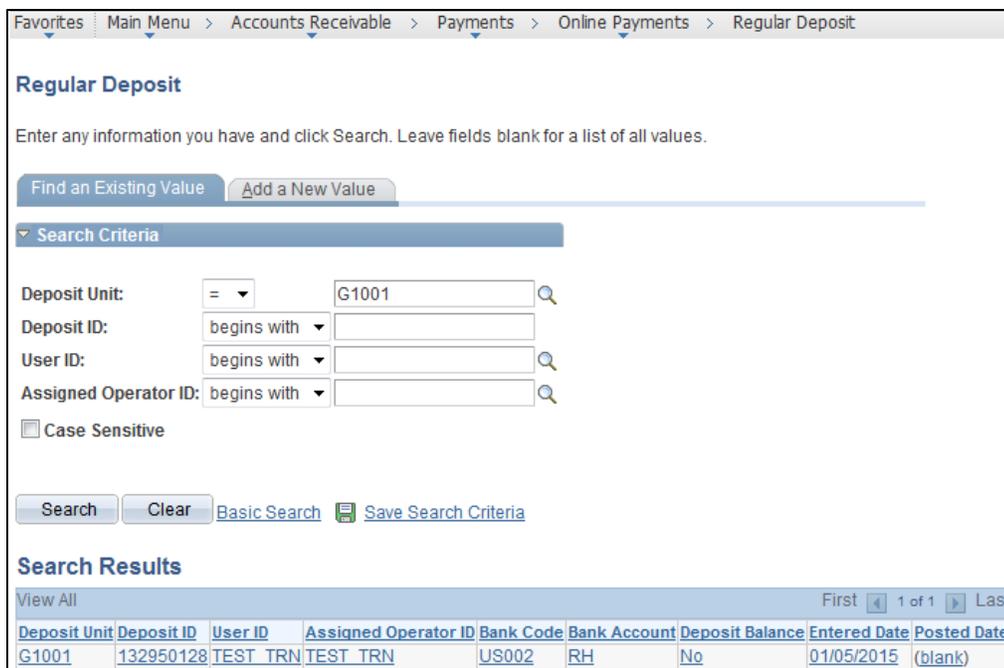
- Option 1: Use the Regular or Express Deposit search pages
- Option 2: Use the Incomplete Deposits page
- Option 3: Run a Query to Check for Work to be Done

Option 1: Use the Regular or Express Deposit search pages to Check for Incomplete Deposits

You can identify deposits that need to be completed by navigating to the *Regular* or *Express Deposits* pages and searching on your Deposit Unit(s).

Begin by navigating to the *Regular Deposit* search page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. On the **Find An Existing Value** tab of the *Regular Deposit* page, enter the *Deposit Unit* (same as your Business Unit). (**Tip:** you can select multiple *Deposit Units* by 1) selecting the “In” operator; 2) clicking on the Lookup button; and 3) clicking on the checkbox for each *Deposit Unit* you would like to search.)
3. Click on the **Search** button. The search results listing will include all unfinished deposits for the selected Business Unit(s).



Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Regular Deposit

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Deposit Unit: = G1001

Deposit ID: begins with

User ID: begins with

Assigned Operator ID: begins with

Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

Search Results

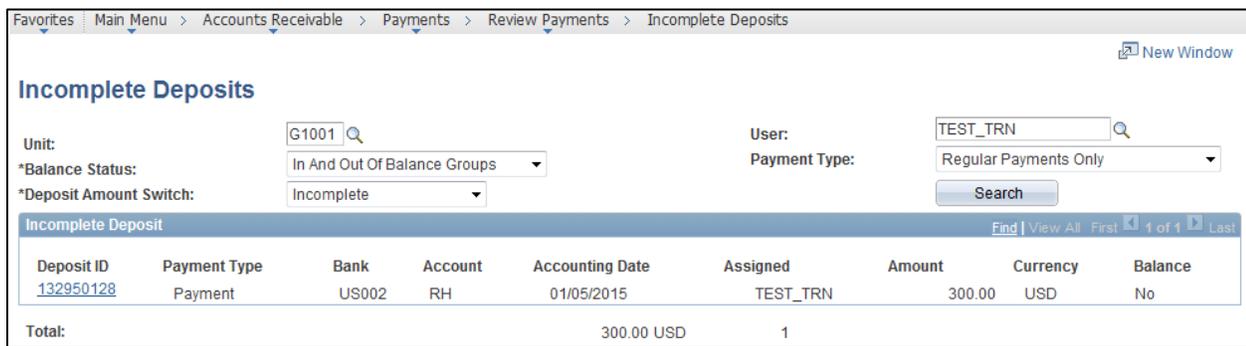
View All | First | 1 of 1 | Last

Deposit Unit	Deposit ID	User ID	Assigned Operator ID	Bank Code	Bank Account	Deposit Balance	Entered Date	Posted Date
G1001	132950128	TEST TRN	TEST TRN	US002	RH	No	01/05/2015	(blank)

Option 2: Use the Incomplete Deposits Page to check for Incomplete Deposits

View posted and unposted deposits that are not yet completely processed. You can see the payment amount for the deposit that is still in process, summarize out of balance deposits (only), or view the list of incomplete deposits by user.

1. **Navigation Links:** Accounts Receivable, Payments, Review Payments, Incomplete Deposits.
2. At the *Incomplete Deposits* page, enter the *Deposit Unit* (same as your Business Unit).
3. Click on the **Search** button. The **Incomplete Deposit Information** section lists all incomplete deposit worksheets for your Deposit Unit.



The screenshot shows the 'Incomplete Deposits' page with the following search filters:

- Unit: G1001
- User: TEST_TRN
- *Balance Status: In And Out Of Balance Groups
- *Deposit Amount Switch: Incomplete
- Payment Type: Regular Payments Only

The search results table is as follows:

Deposit ID	Payment Type	Bank	Account	Accounting Date	Assigned	Amount	Currency	Balance
132950128	Payment	US002	RH	01/05/2015	TEST_TRN	300.00	USD	No

Total: 300.00 USD 1

Option 3: Run a Query to Check for Incomplete Deposits

You can also run a query to check for incomplete deposits. Begin by navigating to the *Query Viewer* page to run the query.

1. **Navigation Links:** Reporting Tools, Query, Query Viewer.
2. Enter your search criteria: Query Name begins with = "MN_AR_DEPOSIT_INCOMPLETE".

Query Name	Description
M_AR_DEPOSIT_INCOMPLETE	List of Incomplete Deposits

3. Click on the **Search** button. Queries matching your criteria display in the *Search Results* listing.
Tip: Click on the *Add to Favorite* link to add queries to your *My Favorites Queries* listing so you won't have to search for them again.

Favorites | Main Menu > Reporting Tools > Query > Query Viewer

Query Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

*Search By Query Name begins with M_AR_DEPOSIT_INCOMPLETE

Search Advanced Search

*Folder View -- All Folders --

Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Add to Favorites
M_AR_DEPOSIT_INCOMPLETE	List of Incomplete Deposits	Public		HTML	Excel	XML	Schedule	Favorite

- In the *Search Results* listing, click on the *Excel* link for the query to download the query results in an Excel file or select the “HTML” option to view the results on line.
- If you selected the HTML option, a listing of incomplete deposits for the Business Unit(s) that you have access to will display.
- If you selected the Excel option, a prompt appears asking what you want to do with the Excel file. **Open** the Excel file to view the data.

Do you want to open or save M_AR_DEPOSIT_INCOMPLETE_4780.xls (10.5 KB) from fms.swift.state.mn.us?

Open Save Cancel

The Excel file opens, displaying the information.

	A	B	C	D	E	F	G	H	I	J	K	L
1	List of Incomplete Deposits	1										
2	Acctg Date	Unit	Deposit ID	Type	Balance	Posted	Deposit Control Total Amount	Deposit Control Total Count	Payment Entered	Payment Entered	AR Posted Amount	AR Posted
3	1/5/2015	G1001	132950128	C	O	N	300.000	1	350.000	1	0.000	0

Lesson Summary

After completing this lesson, you should now be able to:

- Create a Regular Deposit Entry for an AR Item
- Create an Express Deposit Entry for an AR Item
- Creating a Wire Deposit for an AR Item
- Process a Returned Item for an AR Item – MMB Notification
- Using Searches and Queries to Check for Incomplete Deposits

Lesson 3: Applying Payments

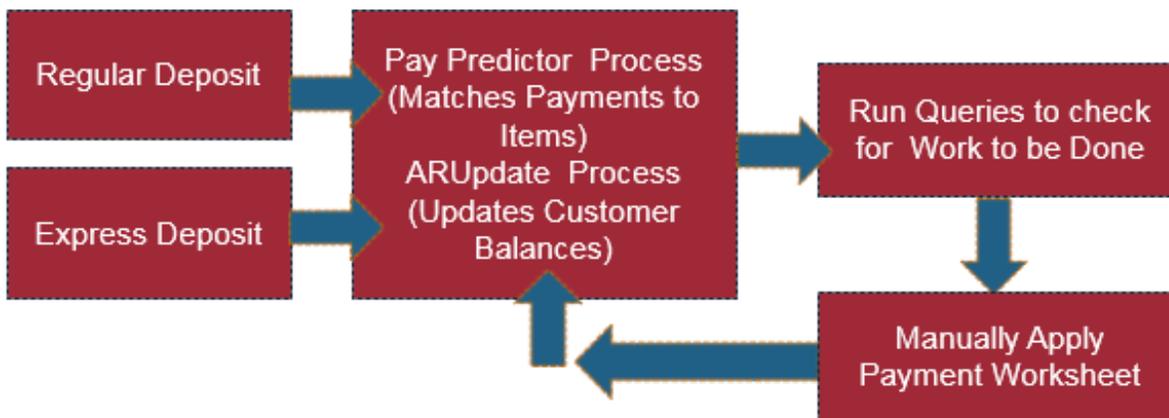
Lesson Overview

In SWIFT, the Payment Predictor is a process that matches payments to invoices based on Business Unit, customer, Item ID, and payment amount, and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day. If there isn't enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment. This lesson covers how to use searches and queries to identify payment worksheets that need manual work.

Note: Most state agencies use the "Item Reference" Payment Predictor process which means that the process needs the Item ID referenced to correctly post the payment to the correct item. This is the default method. The other method is "Oldest Customer" which posts the payment to the oldest item under that customer's account.

If the Payment Predictor is not used, the payments and items would need to be matched manually using the Payment Worksheet. If you have thousands of payments, that would take time and effort.

AR Item Deposits & Applying Payments



You will also learn how to use payment worksheets to manually apply payments to items and, when necessary, to create "On Account" credits or prepayments. When payments do not contain enough identifying information to readily apply them, the Payment Worksheet can be used to manually apply the payments. With the worksheet feature, you enter whatever information you have, such as customer name, Business Unit, and any reference details. SWIFT Receivables then displays all of the open items that meet the criteria. You can then make selections, apply the payment, and create, if necessary, an on-account credit or prepayment on the customer's account.

This lesson also covers unposting a payment that has been applied to the wrong item or customer.



After completing this lesson, you should be able to:

- Use Searches and Queries to Check for Incomplete Payments
- Use a Payment Worksheet to Apply Payments
- Apply Payment On-Account
- Unpost a Payment Applied to the Wrong Item or Customer

Using Searches and Queries to Check for Incomplete Payments

Topic Overview

There are quick ways to find payment worksheets that need work. You can search by your Business Unit(s) using any of the Apply Payment worksheet search pages, including the Create, Update, or Finalize Payment Worksheet pages. You can also search under the Incomplete Payments search page available from the Review Payments menu. Additionally, there are queries that can be run from the Query Viewer.

A detailed list of inquiries that should be performed on a regular basis, along with search criteria tips, is located in the Appendix of this User Guide (refer to the [“SWIFT Inquiries for Clean-Up and Review”](#) topic).

After completing this topic, you should be able to:

- Run Searches and Queries to Check for Incomplete Payments

Process Steps

Use Searches and Queries to Check for Incomplete Payments

This topic covers a few of the many options available to check for unfinished payment worksheets.

Options available to check for work to be done:

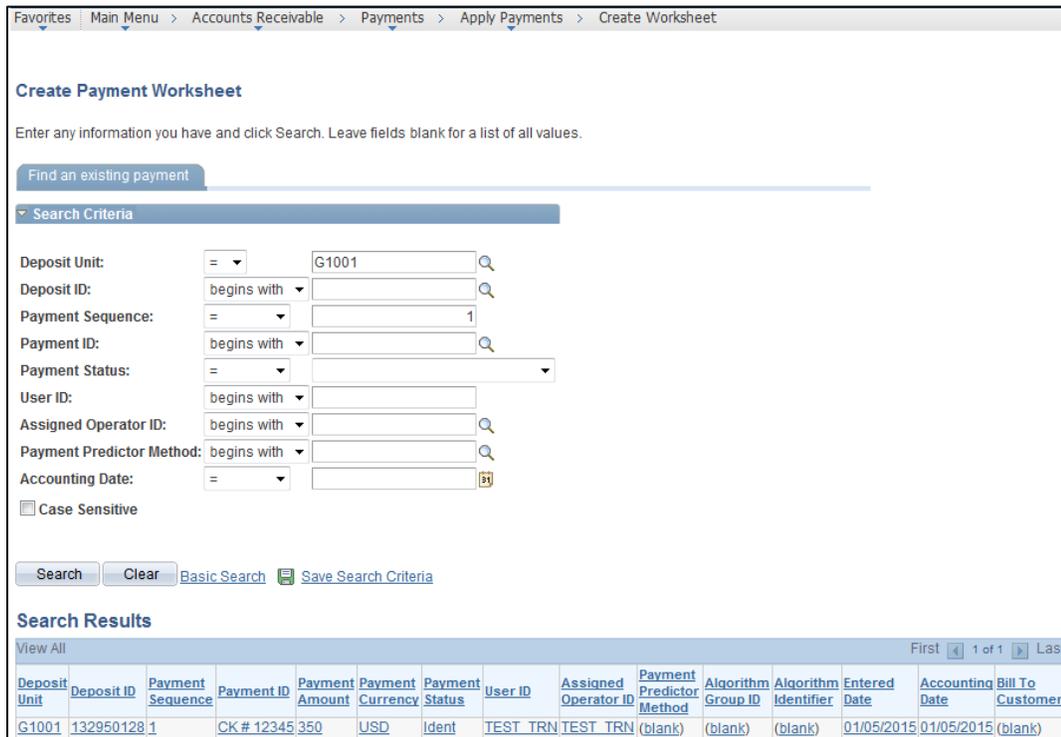
- Option 1: Use the Apply Payment Worksheet search pages to Check for Work to be Done
- Option 2: Use the Incomplete Payments page to Check for Work to be Done
- Option 3: Run Queries to Check for Work to be Done

Option 1: Use the Apply Payment Worksheet search pages to Check for Work to be Done

You can identify payment worksheets that need to be completed by navigating to any of the Apply Payment worksheet search pages, including Create Worksheet, Update Worksheet, and Finalize Worksheet.

Begin by navigating to the *Create Payment Worksheet* search page.

1. **Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.
2. At the *Create Payment Worksheet* page, enter the *Deposit Unit* (same as your Business Unit).
3. Click on the **Search** button. The search results listing will include all unfinished payment worksheets for your Business Unit.



The screenshot shows the 'Create Payment Worksheet' search page. The breadcrumb trail is: Favorites | Main Menu > Accounts Receivable > Payments > Apply Payments > Create Worksheet. The page title is 'Create Payment Worksheet'. Below the title, it says 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There is a tab 'Find an existing payment' and a 'Search Criteria' section with the following fields:

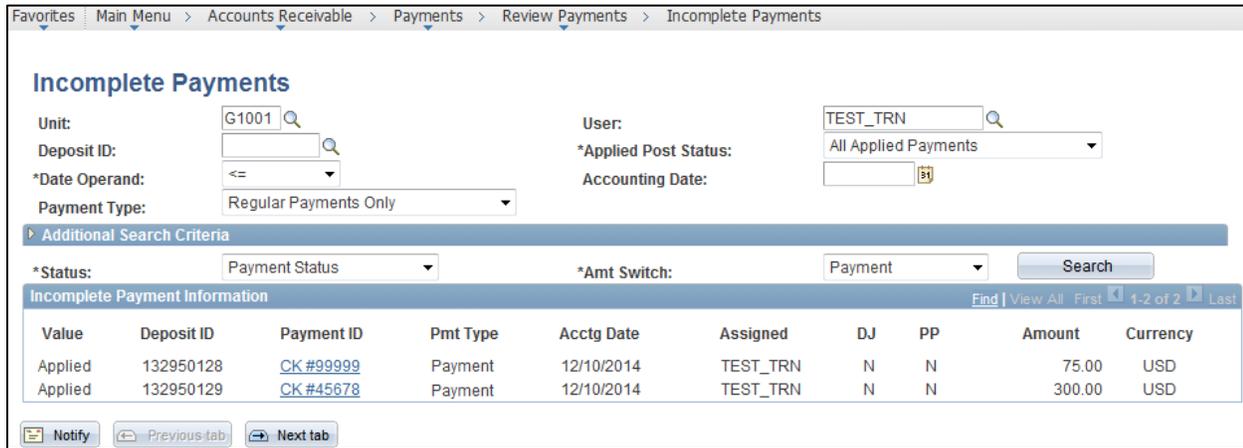
- Deposit Unit: = [G1001]
- Deposit ID: begins with []
- Payment Sequence: = [1]
- Payment ID: begins with []
- Payment Status: = []
- User ID: begins with []
- Assigned Operator ID: begins with []
- Payment Predictor Method: begins with []
- Accounting Date: = []

There is a 'Case Sensitive' checkbox and buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. Below the search criteria is a 'Search Results' section with a table:

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	Payment Amount	Payment Currency	Payment Status	User ID	Assigned Operator ID	Payment Predictor Method	Algorithm Group ID	Algorithm Identifier	Entered Date	Accounting Date	Bill To Customer
G1001	132950128	1	CK # 12345	350	USD	Ident	TEST TRN	TEST TRN	(blank)	(blank)	(blank)	01/05/2015	01/05/2015	(blank)

Option 2: Use the Incomplete Payments Page to check for Work to be Done

1. **Navigation Links:** Accounts Receivable, Payments, Review Payments, Incomplete Payments.
2. At the *Incomplete Payments* page, enter the *Deposit Unit* (same as your Business Unit).
3. Click on the **Search** button. The **Incomplete Payment Information** section lists all incomplete payment worksheets for your Business Unit.



Value	Deposit ID	Payment ID	Pmt Type	Acctg Date	Assigned	DJ	PP	Amount	Currency
Applied	132950128	CK #99999	Payment	12/10/2014	TEST_TRN	N	N	75.00	USD
Applied	132950129	CK #45678	Payment	12/10/2014	TEST_TRN	N	N	300.00	USD

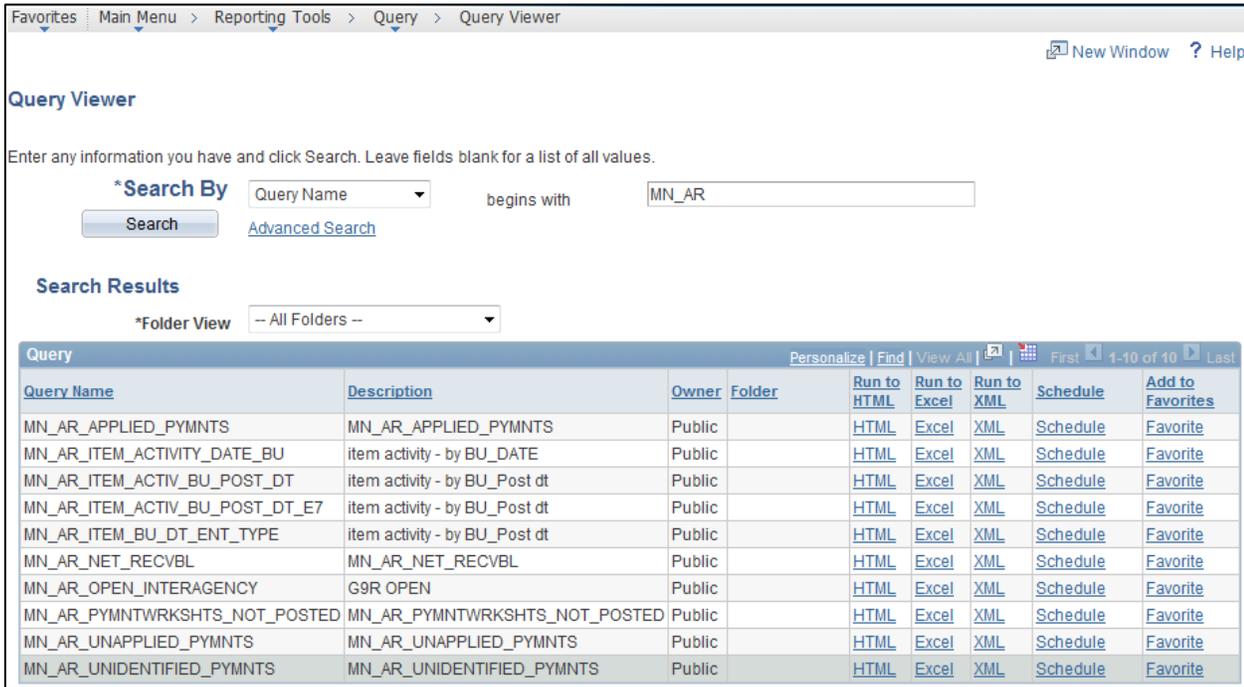
Option 3: Run Queries to Check for Work to be Done

Begin by navigating to the *Query Viewer* page to run the queries.

1. **Navigation Links:** Reporting Tools, Query, Query Viewer.
2. Enter your search criteria. For example, search by Query Name, begins with: "MN_AR". The queries listed below are available:

Query Name	Description
MN_AR_PYMTWRKSHT_NOT_POSTED	Payment Worksheets Not Posted
MN_AR_UNAPPLIED_PYMNTS	Unidentified Payments
MN_AR_UNIDENTIFIED_PYMNTS	Unapplied Payments

3. Click on the **Search** button. Queries matching your criteria display in the *Search Results* listing.
Tip: Click on the *Add to Favorite* link to add these queries to your *My Favorites Queries* listing so you won't have to search for them again.



Query Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search By Query Name begins with

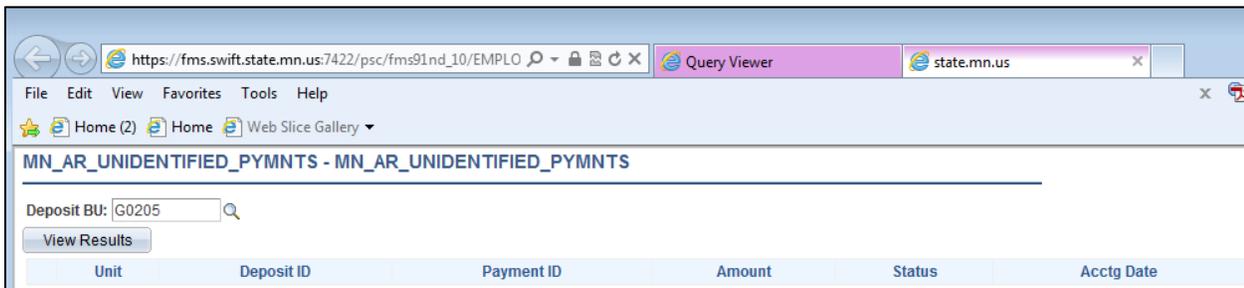
[Advanced Search](#)

Search Results

*Folder View

Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Add to Favorites
MN_AR_APPLIED_PYMNTS	MN_AR_APPLIED_PYMNTS	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_ITEM_ACTIVITY_DATE_BU	item activity - by BU_DATE	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_ITEM_ACTIV_BU_POST_DT	item activity - by BU_Post dt	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_ITEM_ACTIV_BU_POST_DT_E7	item activity - by BU_Post dt	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_ITEM_BU_DT_ENT_TYPE	item activity - by BU_Post dt	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_NET_RECVBL	MN_AR_NET_RECVBL	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_OPEN_INTERAGENCY	G9R OPEN	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_PYMNTWRKSHTS_NOT_POSTED	MN_AR_PYMNTWRKSHTS_NOT_POSTED	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_UNAPPLIED_PYMNTS	MN_AR_UNAPPLIED_PYMNTS	Public		HTML	Excel	XML	Schedule	Favorite
MN_AR_UNIDENTIFIED_PYMNTS	MN_AR_UNIDENTIFIED_PYMNTS	Public		HTML	Excel	XML	Schedule	Favorite

- In the *Search Results* listing, click on the **Excel** link for one of the queries. A new tab opens to run the query. **Note:** you can also select the “HTML” option to view the results on line.
- Enter the *Business Unit*.



https://fms.swift.state.mn.us:7422/psc/fms91nd_10/EMPLO

Query Viewer

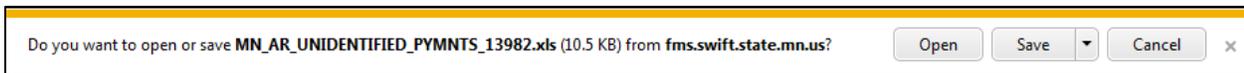
state.mn.us

MN_AR_UNIDENTIFIED_PYMNTS - MN_AR_UNIDENTIFIED_PYMNTS

Deposit BU:

Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
------	------------	------------	--------	--------	------------

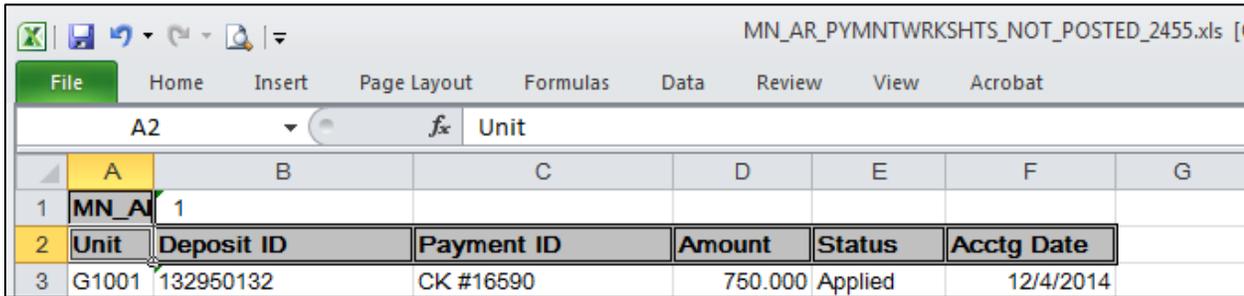
- Press the **View Results** button.
- A prompt appears asking what you want to do with the Excel file. **Open** the Excel file to view the data.



Do you want to open or save **MN_AR_UNIDENTIFIED_PYMNTS_13982.xls** (10.5 KB) from **fms.swift.state.mn.us**?

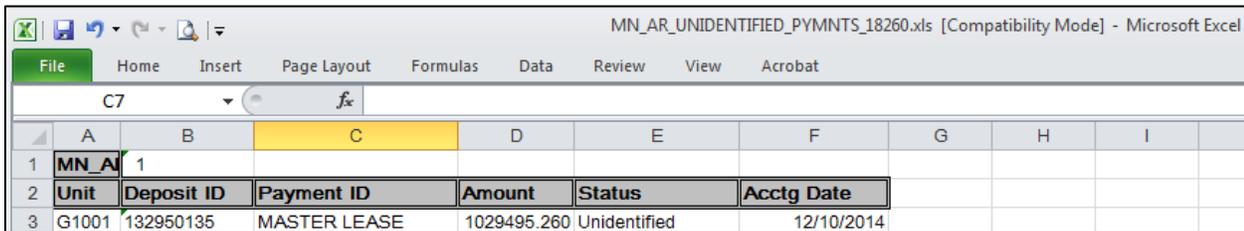
- The Excel file opens, displaying the information.

Example: MN_AR_PYMNTWRKSHTS_NOT_POSTED: Query results display Unit, Deposit ID, Payment ID, Amount, Status and Accounting Date.



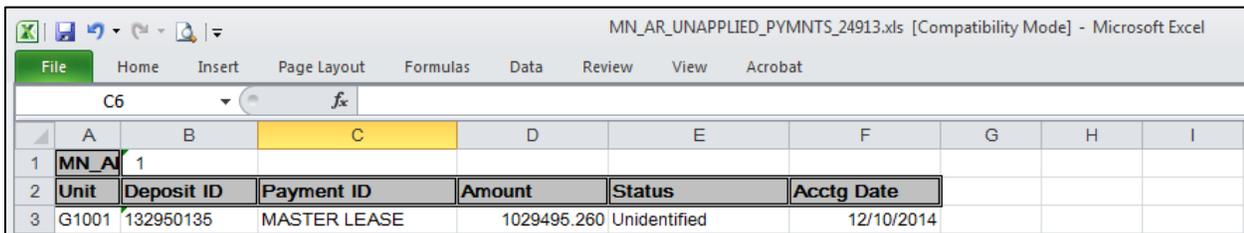
	Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
1	MN_A1	1				
2	Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
3	G1001	132950132	CK #16590	750.000	Applied	12/4/2014

Example: MN_AR_UNIDENTIFIED_PYMNTS: Query results display Business Unit, Deposit ID, Payment ID, Amount, Status and Accounting Date.



	Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
1	MN_A1	1				
2	Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
3	G1001	132950135	MASTER LEASE	1029495.260	Unidentified	12/10/2014

Example: MN_AR_UNAPPLIED_PYMNTS: Query results display Business Unit, Deposit ID, Payment ID, Amount, Status and Accounting Date.



	Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
1	MN_A1	1				
2	Unit	Deposit ID	Payment ID	Amount	Status	Acctg Date
3	G1001	132950135	MASTER LEASE	1029495.260	Unidentified	12/10/2014

Status Code Descriptions

The search page and query results covered in this topic provide Status codes information. For descriptions of these codes, refer to the Item [Payment Worksheet Codes and Descriptions](#) topic in the Appendix of this User Guide.

Having completed this topic, you should now be able to:

- Use Searches and Queries to Check for Incomplete Payments

Using a Payment Worksheet to Apply Payments

Topic Overview

In SWIFT Receivables, a payment worksheet is used to apply payments to AR items.

Payment Predictor is a process that matches payments to invoices based on Business Unit, customer, Item ID, and payment amount, and the ARUpdate process updates customer balances, customer history, and item balances. These processes run automatically several times a day.

If there isn't enough information provided in the deposit to match the payment to the invoice, you will need to manually apply the payment. A quick way to find payment worksheets that need work is to search by your Business Unit using any of the payment worksheet search pages, including the Create Payment Worksheet, Update Payment Worksheet, or Finalize Payment Worksheet pages.

Working with a payment worksheet consists of these high-level steps:

1. Use the *Worksheet Selection* page to select the items that you want to work with and build the worksheet. If you add items to an existing worksheet, the system adds the new items that you selected and does not delete any items that are already on the worksheet.
2. Use the *Worksheet Application* page to apply the payment to items.
3. Use the *Worksheet Action* page to select a posting action for the worksheet or to create accounting entries online.

After completing this topic, you should be able to:

- Use a Payment worksheet to Apply Payments

Process Steps

Use a Payment Worksheet to Apply Payments

This topic covers how to use a Payment Worksheet to manually apply payments.

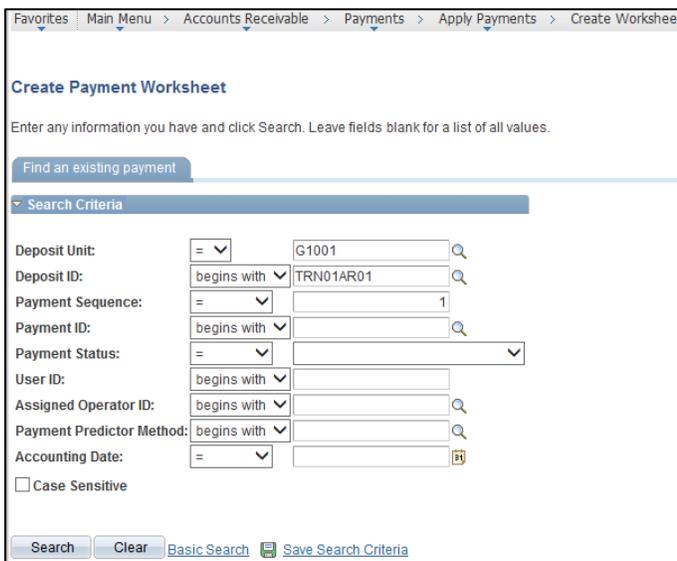
Steps to complete:

- Step 1: Navigate to the Create Worksheet page for the Payment
- Step 2: Select the Items that you want to work with on the Worksheet Selection page
- Step 3: Apply the Payment to an Item on the Worksheet Application page
- Step 4: Select the “Batch Standard” Posting Action on the Worksheet Action page

Step 1: Navigate to the Create Worksheet page for the Payment

Begin by navigating to the *Worksheet Selection* page for the payment.

1. **Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.
 - If you are navigating directly from the deposit, the search criteria will be automatically supplied so you can click on the **Search** button and proceed to Step 2.
2. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
3. Enter a *Deposit ID* or click on the **Lookup** icon to search for and select a *Deposit ID*.
Note: Other fields can be entered to narrow your search, if you don't know the *Deposit ID*.



Favorites | Main Menu > Accounts Receivable > Payments > Apply Payments > Create Worksheet

Create Payment Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an existing payment

Search Criteria

Deposit Unit: = [v] G1001 [Q]

Deposit ID: begins with [v] TRN01AR01 [Q]

Payment Sequence: = [v] 1

Payment ID: begins with [v] [Q]

Payment Status: = [v] [v]

User ID: begins with [v] [Q]

Assigned Operator ID: begins with [v] [Q]

Payment Predictor Method: begins with [v] [Q]

Accounting Date: = [v] [Q]

Case Sensitive

Search Clear Basic Search Save Search Criteria

4. Click on the **Search** button.
5. If necessary, click on the *Deposit ID* in the search results. The *Payment Worksheet Selection* page displays.

Step 2: Select the Items that you want to work with on the Worksheet Selection page

The *Payment Worksheet Selection* page displays with the customer and/or reference information that was entered in the deposit.

Favorites | Main Menu > Accounts Receivable > Payments > Apply Payments > Create Worksheet

Payment Worksheet Selection

Deposit Unit: G1001 Payment ID: CK #16590 Payment Predictor
 Deposit ID: 132950132 Payment Amount: 750.00 USD
 Deposit Status: None Applied Payment Status: Identified

Customer Criteria

Customer Criteria: None

Customer Reference Find | View All | First | 1 of 1 | Last

Customer ID: Business Unit:
 SubCustomer 1: SubCustomer 2:
 Name:
 Remit SetID: Remit From ID:
 Corporate SetID: Corporate ID:
 MICR ID: Link MICR

Reference Criteria

Reference Criteria: Specific Value

Restrict to: All Customers

Match Rule: Exact Match

[Detail Reference](#)
[Item Status](#)

Item Reference Personalize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	To Reference
<input type="text"/> <input type="button" value="🔍"/>	990000023 <input type="button" value="🔍"/>	<input type="text"/> <input type="button" value="+"/> <input type="button" value="-"/>

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only
 Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Worksheet Action

 Created at: Items: 0

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

1. If Customer or Reference information was not entered on the deposit, you'll need to enter it now. You can also add criteria to include additional items on your payment worksheet.
 - If you want to work with a list of all open Items for a customer, complete the **Customer Criteria** section.

Field Name	Description
Customer Criteria	The default is "None". Accept the default to allow the broadest search. Other options available in the drop-down list allow you to restrict the type of items searched to "Corporate Items," "Customer Items," or "Remit From Items".
Cust ID	Enter the <i>Customer ID</i> or click on the Lookup icon to search for and select a <i>Customer ID</i> .
Rate Type	Always "CRRNT".
Acctg Date	Accept the default current date.
MICR ID and Link MICR button	These are not used in Minnesota.

- If you want to specify individual Item(s) to work with, complete **Reference Criteria** section.

Field Name	Field Description
Reference Criteria	After you enter the Item Reference information, this field will automatically update to "Specific Value". Must = "Specific Value".
Restrict to	Accept the default "All Customers".
Match Rule	Accept the default "Exact Match".
Qual Code	Select "I - Item".
Reference	Enter the Item reference number or click on the Lookup to search for the Item. Note: Use the Add New Row (+) icon to enter additional reference numbers. When you select specific Items, they will populate to the <i>Worksheet Application</i> page already selected in the next step.

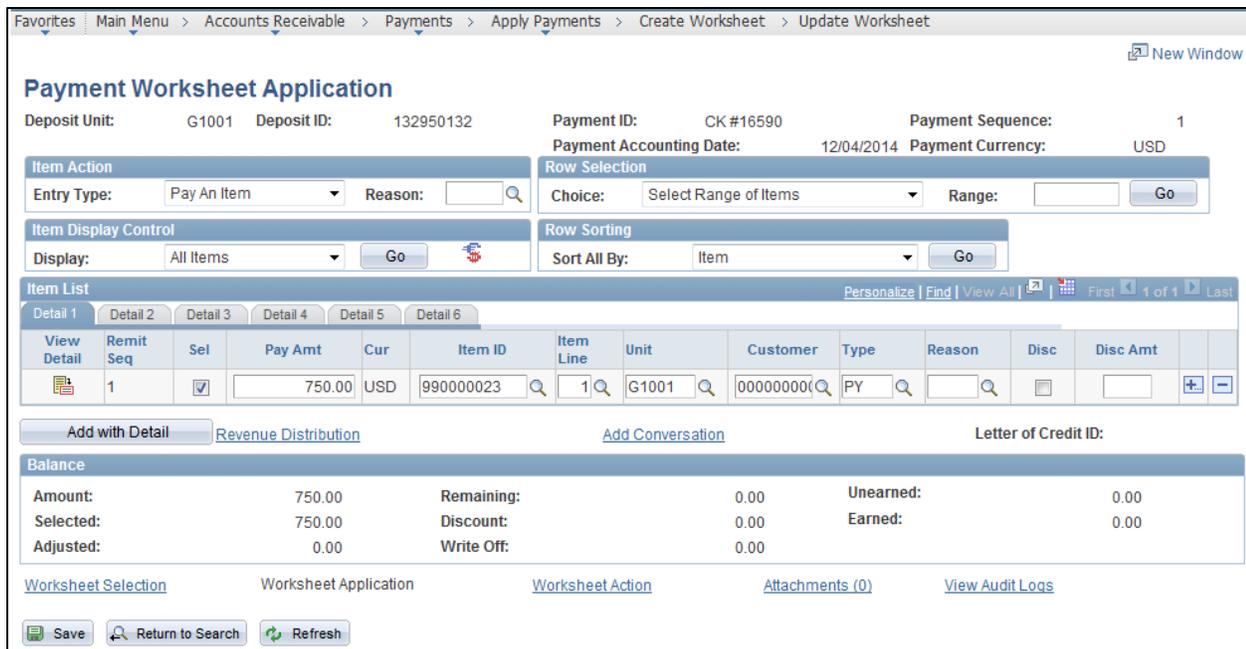
- The **Item Inclusion Options** section allows you to control your search by including or excluding certain types of items.
2. Click on the **Save** button.
 3. Click on the **Build** button to create a new worksheet or to add items meeting your selection criteria to an existing worksheet. The *Payment Worksheet Application* page displays.
 - If the Item does not display on the *Worksheet Application* page, the *Item ID* may have been entered incorrectly. You can return to *Worksheet Selection* page by clicking on the link at the bottom of the page. Then, try selecting the *Item ID* from the **Look Up** list in the Reference Criteria section. Next, you'll need to click on the **Build** button again to rebuild the *Worksheet Application* page with the

updated information. If the *Item ID* does not display in **Look Up** list, you'll need to do some research. The Item may be closed or you may have the wrong information.

Step 3: Apply the Payment to Item on the Worksheet Application page

Next, you will complete the **Item List** section of the *Worksheet Application* page to apply the payment. Instructions for three situations are covered in the upcoming pages:

- Option 1: Invoice Amount = Payment Amount
- Option 2: Customer paid less than the Invoice Amount
- Option 3: Customer paid more the Invoice Amount



The screenshot shows the 'Payment Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Payments, Apply Payments, Create Worksheet, and Update Worksheet. A 'New Window' button is in the top right. Below the navigation is the title 'Payment Worksheet Application'. The main area contains several sections:

- Deposit Unit:** G1001, **Deposit ID:** 132950132, **Payment ID:** CK #16590, **Payment Sequence:** 1
- Payment Accounting Date:** 12/04/2014, **Payment Currency:** USD
- Item Action:** Entry Type: Pay An Item, Reason: [Search]
- Row Selection:** Choice: Select Range of Items, Range: [Input], Go
- Item Display Control:** Display: All Items, Go
- Row Sorting:** Sort All By: Item, Go
- Item List:** A table with columns: View Detail, Remit Seq, Sel, Pay Amt, Cur, Item ID, Item Line, Unit, Customer, Type, Reason, Disc, Disc Amt. Row 1: 1, [checked], 750.00, USD, 990000023, 1, G1001, 00000000, PY, [Search], [Disc], [Disc Amt].
- Balance:** Amount: 750.00, Remaining: 0.00, Unearned: 0.00; Selected: 750.00, Discount: 0.00, Earned: 0.00; Adjusted: 0.00, Write Off: 0.00.
- Worksheet Selection:** Worksheet Application, Worksheet Action, Attachments (0), View Audit Logs.
- Buttons:** Save, Return to Search, Refresh.

- If necessary, you can use the **Row Selection**, **Item Display Control**, and **Row Sorting** sections to limit and sort the item information that you requested on the *Worksheet Selection* page.
- In the **Item Action** section, accept the default *Entry Type* "Pay An Item". A *Reason* code is not necessary with the "Pay An Item" *Entry Type*.

Note: the "Create a Deduction" *Entry Type* should not be used.

Option 1: Item Amount = Payment Amount

If the payment amount equals the Item amount, you should be able to verify the Item information, save and proceed to the next step.

1. Ensure that the *Sel* check box is checked for the Item that was fully paid.
2. In the **Balance** section, verify that the *Remaining* amount = 0.
3. Click on the **Save** button.
4. Proceed to the next step.

Favorites | Main Menu > Accounts Receivable > Payments > Apply Payments > Create Worksheet > Update Worksheet

Payment Worksheet Application

Deposit Unit: G1001 Deposit ID: TRN01AR01 Payment ID: CK 1111 Payment Sequence: 1
 Payment Accounting Date: 08/22/2016 Payment Currency: USD

Item Action
 Entry Type: Pay An Item Reason:

Row Selection
 Choice: Select Range of Items Range: Go

Item Display Control
 Display: All Items Go

Row Sorting
 Sort All By: Item Go

Item List Personalize | Find | View All | First 1 of 1 Last

View	Remit	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt
	1	<input checked="" type="checkbox"/>	300.00	USD	TRN01AR001	1	G1001	TRN01000	PY		<input type="checkbox"/>	

Add with Detail [Revenue Distribution](#) [Add Conversation](#) **Letter of Credit ID:**

Balance					
Amount:	300.00	Remaining:	0.00	Unearned:	0.00
Selected:	300.00	Discount:	0.00	Earned:	0.00
Adjusted:	0.00	Write Off:	0.00		

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

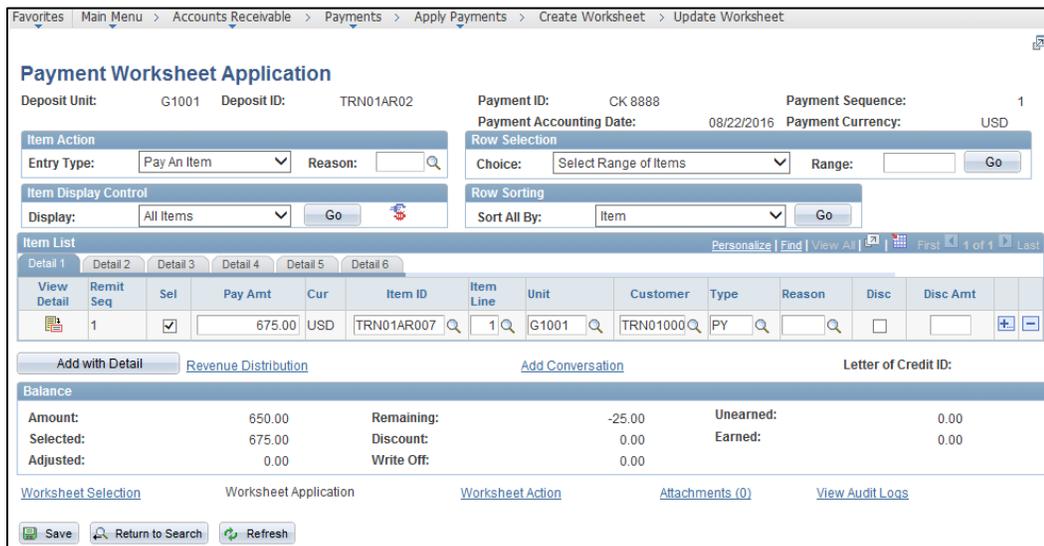
Save Return to Search Refresh

Option 2: Customer paid less than the Item amount

If a customer pays less than the Item amount, you'll need to overwrite the Item *Pay Amt* with the amount that was actually paid.

1. Ensure that the *Sel* check box is checked for the Item that was partially paid.

Note: In the **Balance** section, the *Selected (Item)* amount is greater than the paid *Amount* and a *Remaining* amount is listed.



Payment Worksheet Application

Deposit Unit: G1001 Deposit ID: TRN01AR02 Payment ID: CK 8888 Payment Sequence: 1
 Payment Accounting Date: 08/22/2016 Payment Currency: USD

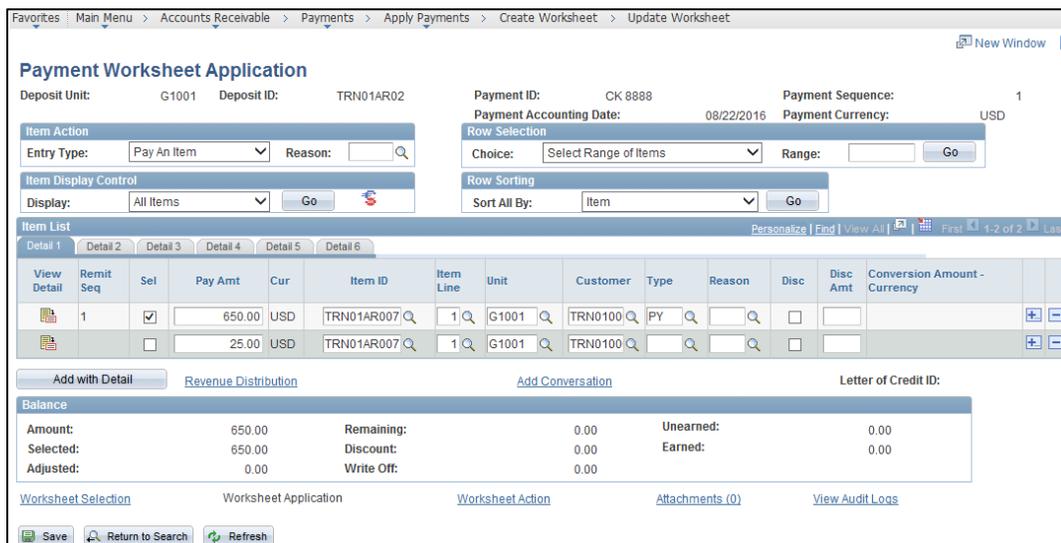
Item Action: Entry Type: Pay An Item Reason: [Search]
 Row Selection: Choice: Select Range of Items Range: [] Go
 Item Display Control: Display: All Items Go
 Row Sorting: Sort All By: Item Go

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt
	1	<input checked="" type="checkbox"/>	675.00	USD	TRN01AR007	1	G1001	TRN01000	PY		<input type="checkbox"/>	

Balance

Amount:	650.00	Remaining:	-25.00	Unearned:	0.00
Selected:	675.00	Discount:	0.00	Earned:	0.00
Adjusted:	0.00	Write Off:	0.00		

2. Overwrite the *Pay Amt* with the amount that was actually paid.
3. Click on the **Save** button. An additional line is automatically created in the **Item List** for the balance remaining on the invoice which will remain open on the Customer's account. The new line should remain unchecked.



Payment Worksheet Application

Deposit Unit: G1001 Deposit ID: TRN01AR02 Payment ID: CK 8888 Payment Sequence: 1
 Payment Accounting Date: 08/22/2016 Payment Currency: USD

Item Action: Entry Type: Pay An Item Reason: [Search]
 Row Selection: Choice: Select Range of Items Range: [] Go
 Item Display Control: Display: All Items Go
 Row Sorting: Sort All By: Item Go

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Conversion Amount - Currency
	1	<input checked="" type="checkbox"/>	650.00	USD	TRN01AR007	1	G1001	TRN01000	PY		<input type="checkbox"/>		
		<input type="checkbox"/>	25.00	USD	TRN01AR007	1	G1001	TRN01000			<input type="checkbox"/>		

Balance

Amount:	650.00	Remaining:	0.00	Unearned:	0.00
Selected:	650.00	Discount:	0.00	Earned:	0.00
Adjusted:	0.00	Write Off:	0.00		

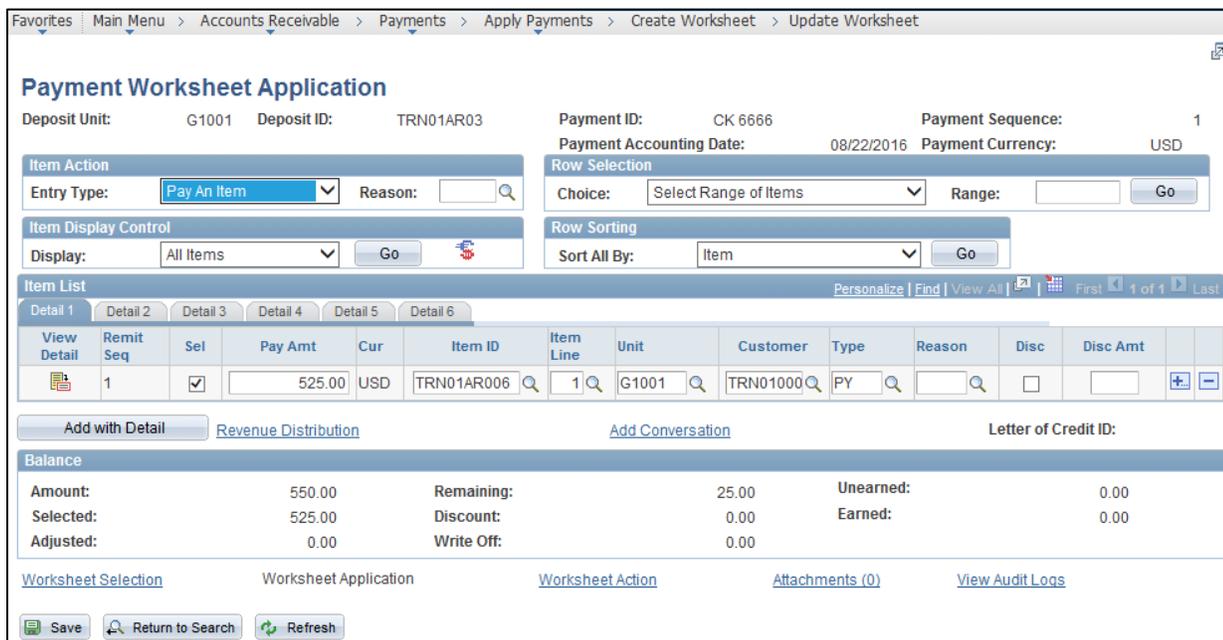
4. In the **Balance** section, verify that the *Remaining* amount = 0.
5. Proceed to the next step.

Option 3: Customer paid more than the Item amount

When a customer pays more than the Item amount, the overage will need to be applied to the customer as an “On Account” credit.

1. Ensure that the *Sel* check box is checked for the Item that was overpaid.

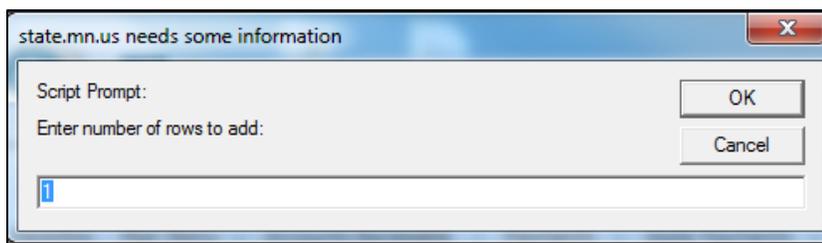
Note: In the **Balance** section, the *Selected (Item)* amount is less than the paid *Amount* and a *Remaining* amount is listed.



View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt
	1	<input checked="" type="checkbox"/>	525.00	USD	TRN01AR006	1	G1001	TRN01000	PY		<input type="checkbox"/>	

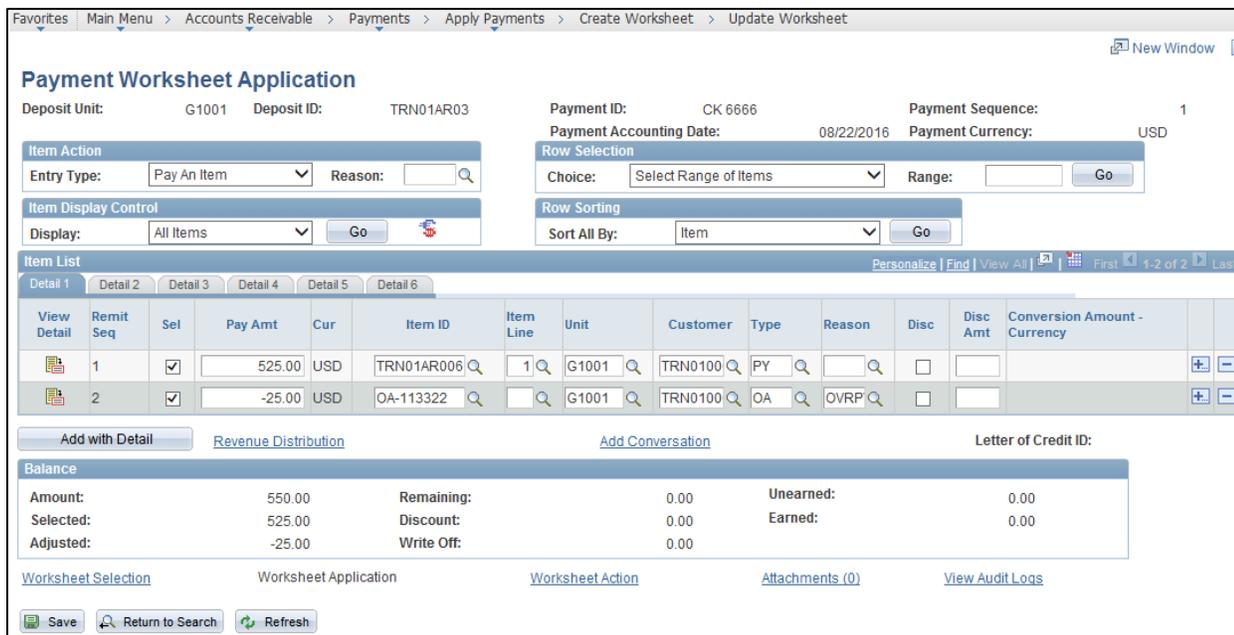
Amount:	550.00	Remaining:	25.00	Unearned:	0.00
Selected:	525.00	Discount:	0.00	Earned:	0.00
Adjusted:	0.00	Write Off:	0.00		

2. Click on the **Add New Row Plus (+)** icon.
3. At the *Add New Row* dialog, accept “1” at the prompt verifying that you would like to add a new row.
4. Click on the **OK** button.



5. Complete the new row fields as described below.

Field Name	Field Description
Sel	Ensure the <i>Sel</i> checkbox is checked.
Pay Amt	Enter the negative amount for the credit.
Entry Type	Select "OA – On Account."
Item ID	After selecting the "OA" <i>Entry Type</i> , the system will automatically generate a new Item ID for the "On Account" credit; for example, "OA-49".
Reason	Select a reason code. Generally, you will use the "OVRPY" (Overpayment).



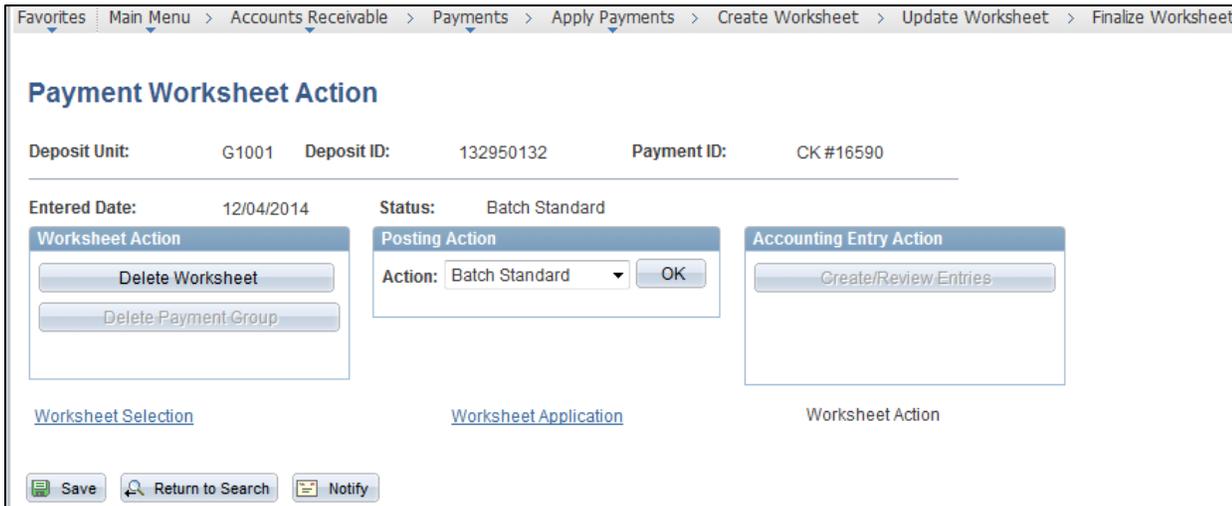
The screenshot shows the 'Payment Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Payments, Apply Payments, Create Worksheet, and Update Worksheet. The application title is 'Payment Worksheet Application'. Below the title, there are fields for Deposit Unit (G1001), Deposit ID (TRN01AR03), Payment ID (CK 6666), Payment Sequence (1), Payment Accounting Date (08/22/2016), and Payment Currency (USD). There are also controls for Item Action (Entry Type: Pay An Item, Reason: search), Item Display Control (Display: All Items, Go), Row Selection (Choice: Select Range of Items, Range: search, Go), and Row Sorting (Sort All By: Item, Go). Below these controls is an 'Item List' table with columns: View Detail, Remit Seq, Sel, Pay Amt, Cur, Item ID, Item Line, Unit, Customer, Type, Reason, Disc, Disc Amt, and Conversion Amount - Currency. The table contains two rows: Row 1 with Sel checked, Pay Amt 525.00, Cur USD, Item ID TRN01AR006, Item Line 1, Unit G1001, Customer TRN0100, Type PY, Reason search, Disc search, Disc Amt search, and Conversion Amount - Currency search; Row 2 with Sel checked, Pay Amt -25.00, Cur USD, Item ID OA-113322, Item Line search, Unit G1001, Customer TRN0100, Type OA, Reason OVRP, Disc search, Disc Amt search, and Conversion Amount - Currency search. Below the table are buttons for 'Add with Detail', 'Revenue Distribution', 'Add Conversation', and 'Letter of Credit ID:'. A 'Balance' section shows: Amount: 550.00, Remaining: 0.00, Unearned: 0.00; Selected: 525.00, Discount: 0.00, Earned: 0.00; Adjusted: -25.00, Write Off: 0.00. At the bottom, there are buttons for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action', 'Attachments (0)', and 'View Audit Logs'. At the very bottom, there are buttons for 'Save', 'Return to Search', and 'Refresh'.

6. Click on the **Save** button.
7. In the **Balance** section, verify that the *Remaining* amount = 0.
8. Proceed to the next step.

Step 4: Select the “Batch Standard” Posting Action on the Worksheet Action page

Next, use the *Worksheet Action* page to set the Items for posting.

1. Click on the **Worksheet Action** link. The *Worksheet Action* page displays.



2. **WARNING!** Make sure to select **Batch Standard** for the Posting Action.
Note: The Status changes from “Do Not Post” to “Batch Standard”.
3. Click on the **OK** button.
4. Click on the **Save** button.

After the ARUpdate process picks up the payment, the customer’s account will be updated.

Other options on the page include:

Worksheet Action	Description
Delete Worksheet	Click to delete the entire worksheet, plus any accounting entries created for the worksheet.
Delete Payment Group	Click to delete the accounting entries that you create but leave the worksheet.

Accounting Entry Actions	Description
Create/Review Entries	Normally, you should not select this option. Instead, you should let the ARUpdate process create accounting entries.

Having completed this topic, you should now be able to:

- Use a Payment Worksheet to Apply Payments

Applying Payment On-Account

Topic Overview

When entering a regular deposit, you may not know specific details about how the payment should be applied. For these circumstances it will be necessary to apply the payment at a higher level, such as the Business Unit or customer level.

If a payment has been received for an unidentified item (AR) but the customer is known, the corresponding information for the customer and the Business Unit will be entered on the deposit. This limited information will ultimately result in an On-Account item being created on the customer's account which can later be applied to the appropriate item via a worksheet.

After completing this topic, you should be able to:

- Apply a Payment to an On-Account item for the Customer

Process Steps

Apply Payment On-Account

This topic covers applying a payment “On Account” when a customer has not specified which Item the payment should be applied to.

Steps to complete:

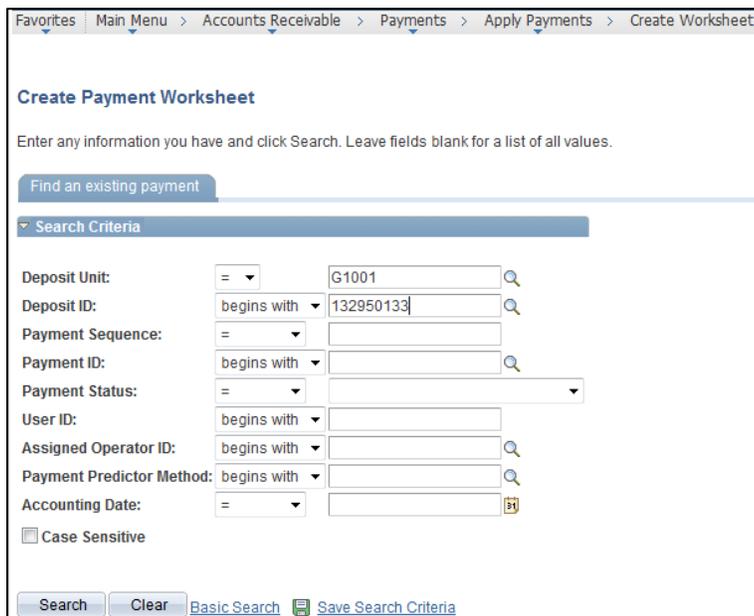
- Step 1: Access the Worksheet Selection page for the Deposit
- Step 2: Apply the Payment to the Customer Account on the Worksheet Application page
- Step 3: Select a Posting Action for the Worksheet on the Worksheet Action page

Step 1: Access the Worksheet Selection page for the Deposit

Begin by navigating to the *Create Payment Worksheet* page.

1. **Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.
2. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
3. Enter a *Deposit ID* or click on the **Lookup** icon to search for and select a *Deposit ID*.

Note: Other fields can be entered to narrow your search, if you don’t know the *Deposit ID*.



Create Payment Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an existing payment

Search Criteria

Deposit Unit: = G1001

Deposit ID: begins with 132950133

Payment Sequence: =

Payment ID: begins with

Payment Status: =

User ID: begins with

Assigned Operator ID: begins with

Payment Predictor Method: begins with

Accounting Date: =

Case Sensitive

Search Clear Basic Search Save Search Criteria

4. Click on the **Search** button.
5. If necessary, click on the link for the *Deposit ID* in the search results. The *Payment Worksheet Selection* page displays with the customer reference information that was entered when the deposit was created.

Favorites | Main Menu > Accounts Receivable > Payments > Apply Payments > Create Worksheet

Payment Worksheet Selection

Deposit Unit: G1001 Payment ID: CK #9999 Payment Predictor
 Deposit ID: 132950133 Payment Amount: 750.00 USD
 Deposit Status: None Applied Payment Status: Identified

Customer Criteria

Customer Criteria: Customer Items Customer Reference Find | View All | First | 1 of 1 | Last

Customer ID: Business Unit:

SubCustomer 1: SubCustomer 2:

Name: _____

Remit SetID: _____ Remit From ID: _____

Corporate SetID: _____ Corporate ID: _____

MICR ID: Link MICR

Reference Criteria

Reference Criteria: None Item Reference Personalize | Find | View All | First | 1 of 1 | Last

Restrict to: All Customers

Qual Code	Reference	To Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>

Match Rule: Exact Match

[Detail Reference](#)
[Item Status](#)

Item Inclusion Options

All Items
 Deduction Items Only
 Items in Dispute Only
 Exclude Deduction Items
 Exclude Collection Items
 Exclude Dispute Items

Worksheet Action

 Created at: _____
 Items: 0

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

Step 2: Apply the Payment to the Customer Account on the Worksheet Application page

Begin by navigating to the *Payment Worksheet Application* page.

1. On the *Payment Worksheet Selection* page, click on the **Build** button. The *Payment Worksheet Application* page displays.

Payment Worksheet Application

Deposit Unit: G1001 Deposit ID: 132950133 Payment ID: CK #9999 Payment Sequence: 1
 Payment Accounting Date: 12/04/2014 Payment Currency: USD

Item Action: Entry Type: Pay An Item Reason: [Search]
 Row Selection: Choice: Select Range of Items Range: [] Go

Item Display Control: Display: All Items Go
 Row Sorting: Sort All By: Item Go

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt
	1	<input type="checkbox"/>	300.00	USD	00000223165	1	G1001	000000000			<input type="checkbox"/>	
	2	<input type="checkbox"/>	300.00	USD	990000001	1	G1001	000000000			<input type="checkbox"/>	
	3	<input type="checkbox"/>	300.00	USD	990000004	1	G1001	000000000			<input type="checkbox"/>	
	4	<input type="checkbox"/>	3,000.00	USD	990000004	2	G1001	000000000			<input type="checkbox"/>	
	5	<input type="checkbox"/>	750.00	USD	990000010	1	G1001	000000000			<input type="checkbox"/>	
	6	<input type="checkbox"/>	750.00	USD	990000022	1	G1001	000000000			<input type="checkbox"/>	

Balance: Amount: 750.00 Remaining: 750.00 Unearned: 0.00
 Selected: 0.00 Discount: 0.00 Earned: 0.00
 Adjusted: 0.00 Write Off: 0.00

Buttons: Save, Return to Search, Refresh

2. Click on the **Add New Row Plus (+)** icon. **Note:** The Add with Detail button is not used in Minnesota.
3. At the *Add New Row* dialog, accept "1" at the prompt verifying that you would like to add one row.
4. Click on the **OK** button. You are returned to the *Payment Worksheet Application* page on the new row.

state.mn.us needs some information

Script Prompt:
 Enter number of rows to add:

1

Buttons: OK, Cancel

5. Complete the row fields as described below.

Field Name	Field Description
Pay Amt	Enter the negative amount for the credit.
Entry Type	Select "OA – On Account."
Item ID	After selecting the "OA" <i>Entry Type</i> , the system will automatically generate a new Item ID; for example, "OA-49".
Reason	Select a reason code. Generally, you will use the "OVRPY" (Overpayment).

Payment Worksheet Application

Deposit Unit: G1001 Deposit ID: 132950133 Payment ID: CK #9999 Payment Sequence: 1
 Payment Accounting Date: 12/04/2014 Payment Currency: USD

Item Action
 Entry Type: Pay An Item Reason: [Search]

Item Display Control
 Display: All Items [Go]

Row Selection
 Choice: Select Range of Items Range: [] [Go]

Row Sorting
 Sort All By: Item [Go]

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Conversion Amount - Currency
	1	<input type="checkbox"/>	300.00	USD	00000223165	1	G1001	00000000			<input type="checkbox"/>		
	2	<input type="checkbox"/>	300.00	USD	990000001	1	G1001	00000000			<input type="checkbox"/>		
	3	<input type="checkbox"/>	300.00	USD	990000004	1	G1001	00000000			<input type="checkbox"/>		
	4	<input type="checkbox"/>	3,000.00	USD	990000004	2	G1001	00000000			<input type="checkbox"/>		
	5	<input type="checkbox"/>	750.00	USD	990000010	1	G1001	00000000			<input type="checkbox"/>		
	6	<input type="checkbox"/>	750.00	USD	990000022	1	G1001	00000000			<input type="checkbox"/>		
	7	<input checked="" type="checkbox"/>	-750.00	USD	OA-71507		G1001	00000000	OA	OVRP	<input type="checkbox"/>		

Balance

Amount:	750.00	Remaining:	0.00	Unearned:	0.00
Selected:	0.00	Discount:	0.00	Earned:	0.00
Adjusted:	-750.00	Write Off:	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

[Save] [Return to Search] [Refresh]

6. Click on the **Save** button.

Step 3: Select a Posting Action for the Worksheet on the Worksheet Action page

Next, use the *Worksheet Action* page to set the transaction for posting.

1. Click on the *Worksheet Action* link.

Payment Worksheet Action

Deposit Unit: G1001 Deposit ID: 132950133 Payment ID: CK #9999

Entered Date: 12/04/2014 Status: Batch Standard

Worksheet Action
 Delete Worksheet
 Delete Payment Group

Posting Action
 Action: Batch Standard [OK]

Accounting Entry Action
 Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

[Save] [Return to Search] [Notify]

2. **WARNING!** Make sure to select **Batch Standard** for the *Action*.

3. Click on the **OK** button.
4. Click on the **Save** button.

After the ARUpdate process picks up the payment, it will be posted to the customer's account.



Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
12/03/2014	990000001	1	PY		-300.00	USD	G1001
12/03/2014	990000003	1	PY		-750.00	USD	G1001
12/04/2014	QA-71507	0	OA	OVRPY	-750.00	USD	G1001

Having completed this topic, you should now be able to:

- Apply a Payment to an On-Account item for the Customer



Unposting a Payment Applied to the Wrong Item or Customer

Topic Overview

This topic shows you how to “unpost” a payment that has been applied to the wrong AR Item or Customer. You’ll need the AR Receivable Supervisor role to unpost a payment. Once the payment is unposted and the ARUpdate process has run, the payment can be manually applied to the correct Item or Customer.

After completing this topic, you should be able to:

- Unpost a Payment

Process Steps

Unpost a Payment Applied to Wrong Item or Customer

This topic covers the process for unposting a payment applied to the wrong Item or Customer.

Steps to complete:

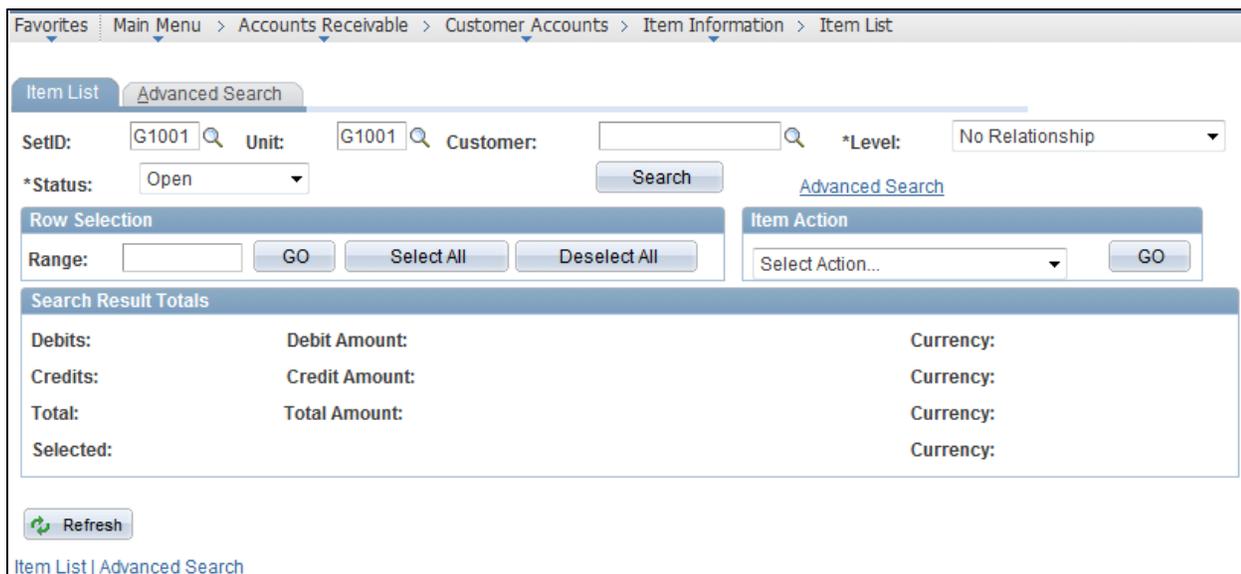
- Step 1: Locate Relevant Information for the Unposting Process
- Step 2: Unpost the Payment
- Step 3: Run the ARUpdate Process Manually
- Step 4: Update the Deposit Payment tab with the Correct Item/Customer
- Step 5: Manually Apply the Payment

Step 1: Locate Relevant Information for the Unposting Process

After you have identified an Item that was incorrectly paid, you will need to find out more information so you can unpost the payment. Several screens are available to use. This example uses the *Item List* page with the **Advanced Search** option.

Begin by navigating to the *Item List* page.

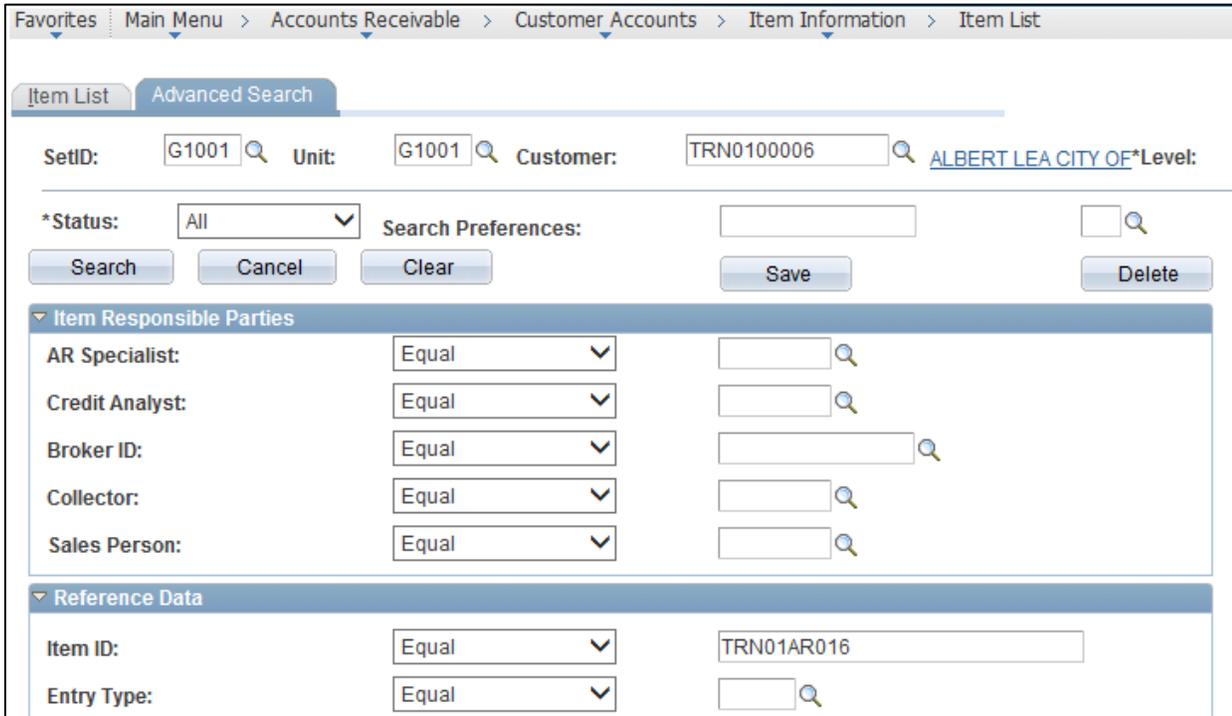
1. **Navigation Links:** Accounts Receivable, Customer Accounts, Item Information, Item List.



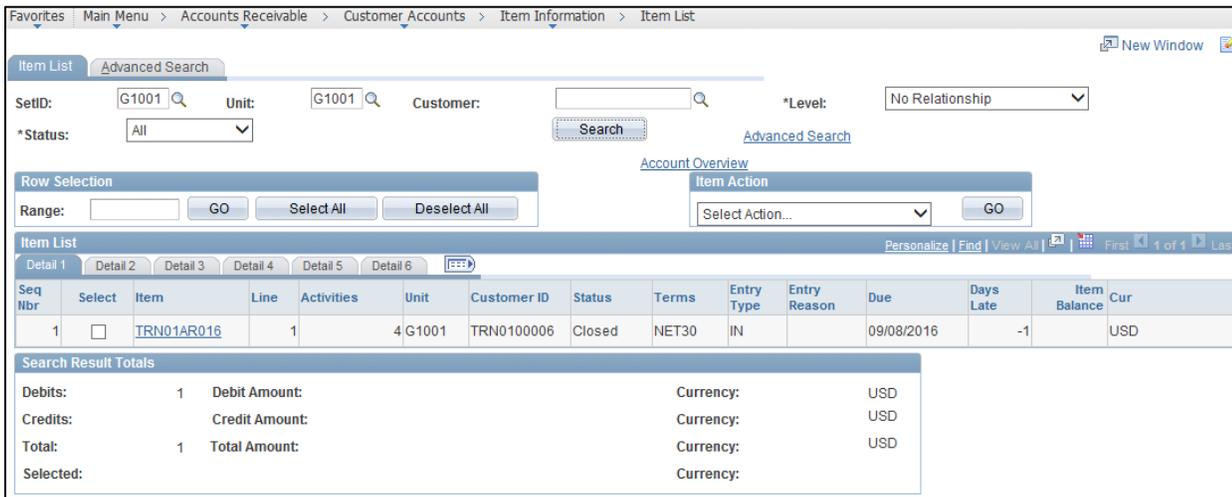
The screenshot shows the 'Item List' page with the 'Advanced Search' tab selected. The search criteria are: SetID: G1001, Unit: G1001, Customer: (empty), *Level: No Relationship, and *Status: Open. There are 'Search' and 'Advanced Search' buttons. Below the search criteria are 'Row Selection' and 'Item Action' sections. The 'Search Result Totals' section shows: Debits, Credits, Total, and Selected, each with corresponding Amount and Currency fields. A 'Refresh' button is at the bottom left.

2. At the *Item List* page, click on the *Advanced Search* link to search by *Item ID*.
3. Click on the *Status* field **Lookup** and select "ALL" so your search is not limited to only open invoices.

4. In the **Reference Data** section, enter the *Item ID* that you want to unpost.



5. Click on the **Search** button. The *Item List* page displays with the selected Item displayed in the **Item List** section.

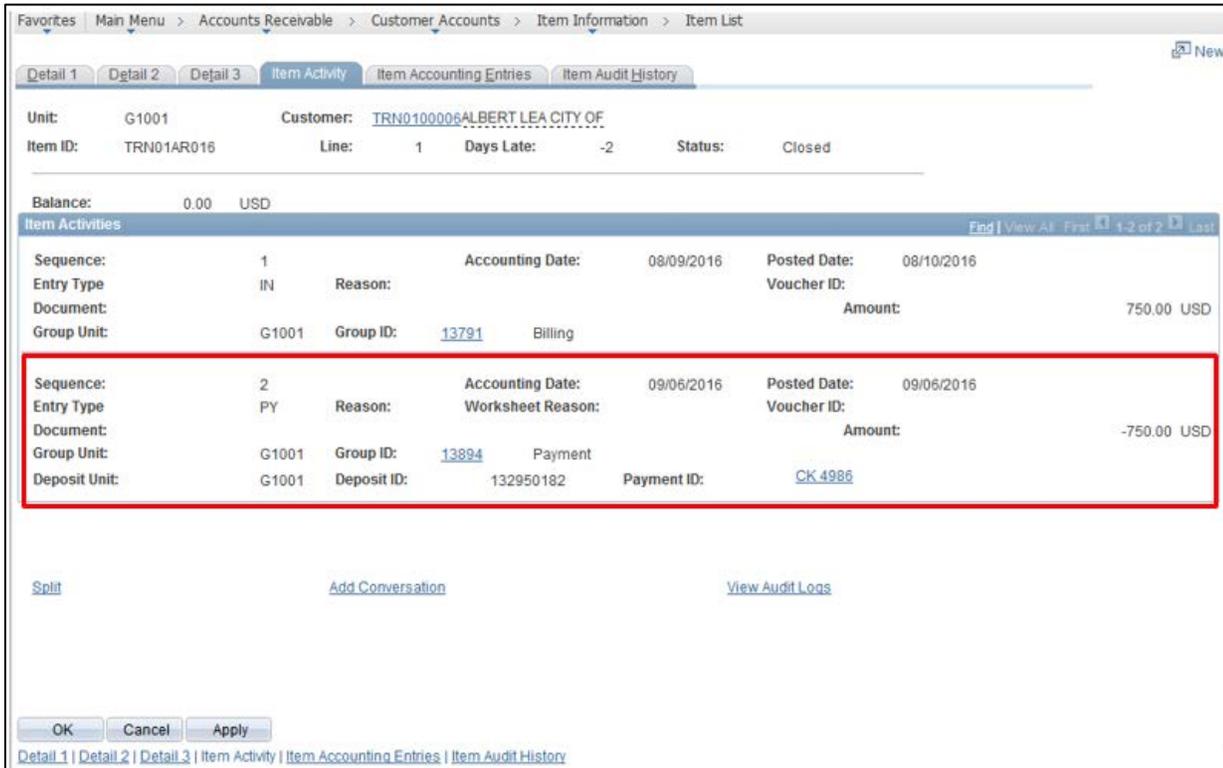


Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	TRN01AR016	1		4 G1001	TRN0100006	Closed	NET30	IN		09/08/2016	-1	USD	

Search Result Totals			
Debits:	1	Debit Amount:	Currency: USD
Credits:		Credit Amount:	Currency: USD
Total:	1	Total Amount:	Currency: USD
Selected:			Currency:

6. Click on the *Item ID* link in the **Item** column. The *Item Details* pages display with the **Detail 1** tab selected.

7. Click on the **Item Activity** tab. The invoice and payment activities display for the Item.



Unit: G1001 Customer: TRN0100006 ALBERT LEA CITY OF
 Item ID: TRN01AR016 Line: 1 Days Late: -2 Status: Closed

Balance: 0.00 USD

Item Activities					
Sequence:	1	Accounting Date:	08/09/2016	Posted Date:	08/10/2016
Entry Type	IN	Reason:		Voucher ID:	
Document:				Amount:	750.00 USD
Group Unit:	G1001	Group ID:	13791	Billing	
Sequence:	2	Accounting Date:	09/06/2016	Posted Date:	09/06/2016
Entry Type	PY	Reason:	Worksheet Reason:	Voucher ID:	
Document:				Amount:	-750.00 USD
Group Unit:	G1001	Group ID:	13894	Payment	
Deposit Unit:	G1001	Deposit ID:	132950182	Payment ID:	CK 4986

[Split](#) [Add Conversation](#) [View Audit Logs](#)

OK Cancel Apply

8. Make note of detailed information for the **Payment** Line that you must unpost, including the *Payment Sequence*, *Group ID*, *Payment ID*, and *Deposit ID*. **WARNING!** Make sure that you are noting the information for the Payment (PY) activity.

Step 2: Unpost the Payment

Begin by navigating to the *Payment Group* search page to access the original deposit and unpost it.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Unpost Groups, Payment Group.
2. At the *Payment Group* page, accept the default *Deposit Unit* (the Business Unit) or select a different *Deposit Unit*.

3. Enter the other applicable search criteria collected in Step 1, including *Deposit ID*, *Group ID*, *Payment Sequence*, and *Payment ID*.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Unpost Groups > Payment Group

Payment Group

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: = G1001

Deposit ID: begins with 132950182

Payment Sequence: =

Payment ID: begins with

Payment Type: =

Entered Date: =

Posted Date: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1-2 of 2 Last

Deposit Unit	Deposit ID	Payment Sequence	Payment ID	Group Unit	Group ID	Payment Type	Origin ID	Entered Date	Posted Date	Assigned Operator ID
G1001	132950182	1	CK 4986	G1001	13894	Payment	PS_AR	09/06/2016	09/06/2016	TRN01
G1001	132950182	2	CK 5000	G1001	13895	Payment	PS_AR	09/06/2016	09/06/2016	TRN01

4. Click on the **Search** button.
5. If more than one payment displays in the **Search Results** section, click on the payment you want to unpost. The *Payment Control* page displays, showing information from the deposit.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Unpost Groups > Payment Group

Payment Control Options Action

Deposit Unit: G1001 Deposit ID: 132950182 Payment ID: CK 4986

Accounting Date: 09/06/2016 Approved By: TRN01

Group Type: P Payment

Origin ID: PS_AR PS AR

Payment Type: Payment

Currency

Control: USD Format: USD

Totals

Control:	-750.00	*Count:	1
Entered:	-750.00	Count:	1
Difference:	0.00	Count:	0
Posted:	-750.00	Count:	1

Control Data

Received: 09/06/2016

Entered: 09/06/2016

Posted: 09/06/2016

Assign: TRN01

User: TRN01

Group Status

Edit Status: Edited Accounting Entries: Balanced

Balanced: Yes Posting Action: Do Not Post

Posting Status: Complete

Save Return to Search Previous in List Next in List Notify

Payment Control | Options | Action

6. Click on **Options** tab.
7. Click on the **Unpost Reason Lookup** button and select a *Reason*.

Favorites Main Menu > Accounts Receivable > Receivables Update > Unpost Groups > Payment Group

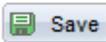
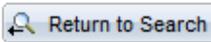
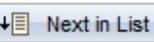
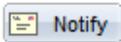
Payment Control Options Action

Unit: G1001 Group ID: NEXT Description: Unpost

Keep Original Document Type

Unpost Reason: PAYMENT  Payment Worksheet Unpost

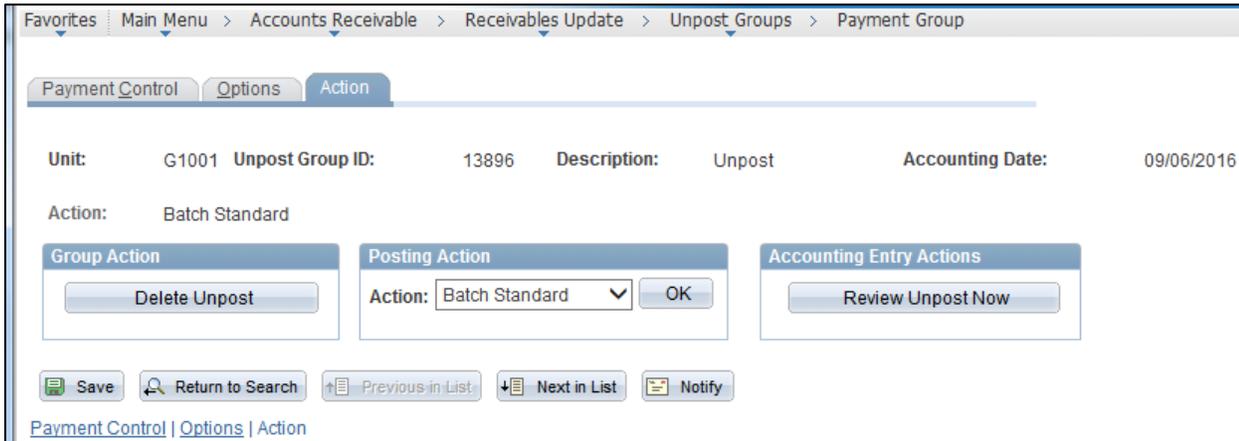
Accounting Date: 09/06/2016  Edit Accounting Date

 Save
  Return to Search
  Previous in List
  Next in List
  Notify

[Payment Control](#) | [Options](#) | [Action](#)

8. The *Accounting Date* should be the current date. If necessary, click on the **Edit Accounting Date** checkbox and change the date to the current date.
9. Click on the **Save** button.

10. Click on the **Action** tab.
11. **WARNING!** You must select the “**Batch Standard**” Action in the **Posting Action** section.
12. Click the **OK** button.



The screenshot shows the 'Action' tab in the SWIFT interface. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Receivables Update > Unpost Groups > Payment Group. The 'Action' tab is selected. The interface displays the following information:

- Unit: G1001 Unpost Group ID: 13896 Description: Unpost Accounting Date: 09/06/2016
- Action: Batch Standard

There are three main sections for actions:

- Group Action:** Contains a 'Delete Unpost' button.
- Posting Action:** Contains a dropdown menu set to 'Batch Standard' and an 'OK' button.
- Accounting Entry Actions:** Contains a 'Review Unpost Now' button.

At the bottom, there are navigation buttons: Save, Return to Search, Previous in List, Next in List, and Notify. Below these buttons are links for Payment Control, Options, and Action.

Step 3: Run the ARUpdate Process Manually

Next the ARUpdate process must be run to unpost the payment and create accounting entries in the General Ledger (GL). It is recommended that you run this process manually, rather than waiting for the batch process to run. This process removes the payment from the Item and reopens the Item.

Refer to the [“Running the ARUpdate Process”](#) topic for assistance.

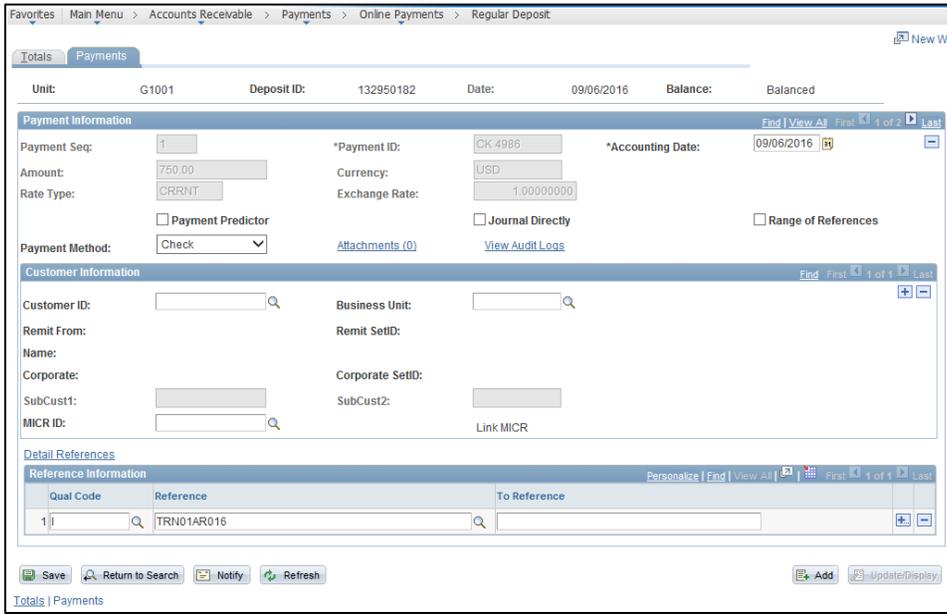
Step 4: Update the Deposit Payment tab with the Correct Item/Customer

Next, update the deposit **Payment** tab with the correct Item or Customer. Begin by navigating to the *Regular Deposit* page.

1. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit.
2. Accept the default *Deposit Unit* or enter a *Deposit Unit*.
3. Enter the *Deposit ID* for the original deposit.
4. Click on the **Search** button. The *Regular Deposit* page displays.

- Click on the **Payments** tab. If more than one payment was in the deposit, use the arrow keys to navigate to the payment you unposted. You are able to edit the unposted payment information.

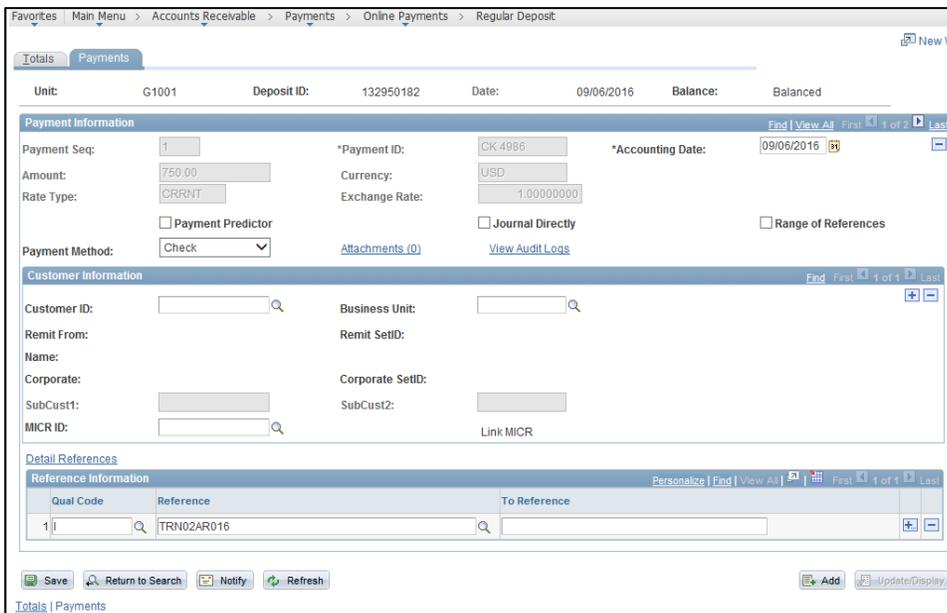
Note: In this example, the deposit **Reference Information** section displays the incorrect *Item ID*.



The screenshot shows the 'Payments' tab for a Regular Deposit. The 'Reference Information' section contains the following data:

Qual Code	Reference	To Reference
1	TRN01AR016	

- WARNING!** Do not check the "Payment Predictor" option. (If the Payment Predictor option is checked, the payment will be reposted when the batch processes run again.)
- Update the **Reference** and/or **Customer** Information sections with the correct Item and/or Customer.



The screenshot shows the 'Payments' tab for a Regular Deposit. The 'Reference Information' section contains the following data:

Qual Code	Reference	To Reference
1	TRN02AR016	

- Click on the **Save** button.



Step 5: Manually Apply the Payment

Next, you will navigate to the *Create Worksheet* page and manually apply the payment. (**Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.) If you need assistance with this step, refer to the "[Using a Payment Worksheet to Apply Payments](#)" topic.

Having completed this topic, you should now be able to:

- Unpost a Payment



Lesson Summary

After completing this lesson, you should now be able to:

- Use Searches and Queries to Check for Incomplete Payment Worksheets
- Use a Payment Worksheet to Apply Payments
- Apply a Payment On Account
- Unpost a Payment Applied to the Wrong Item or Customer

Lesson 4: Performing AR Account Maintenance

Lesson Overview

Maintaining SWIFT Receivables is the process of keeping accounts receivable balances as accurate as possible. This lesson includes instructions for performing AR Account Maintenance of customer accounts.

Worksheets are processed in AR to apply credits and “on account” payments, to process refunds and write-offs, and to transfer items to other customers. Items can also be updated to place them in dispute or collections.

Performing AR Maintenance

Maintenance Worksheets to
Apply Credits/On Account
(Offsets), Refunds, and
Write-offs

Transfer Worksheet

Update Item Details to place
Item in Dispute, Collections

After completing this lesson, you should be able to:

- Apply Credit Bills or On Account Amounts
- Write-off an AR Item
- Process Refunds
- Transfer an Item to a Different Customer
- Update Item Details

Maintenance Worksheets, Generally

Topic Overview

Maintenance Worksheets are used for various processes, including applying Credit Bills and On Account amounts to customer accounts.

This topic provides a detailed overview of Maintenance Worksheet pages and processing. Upcoming topics will provide processing instructions for specific maintenance actions.

The steps to process a Maintenance Worksheet include:

- Step 1: Create the Worksheet and Complete the Worksheet Selection tab
- Step 2: Complete the Worksheet Application tab
- Step 3: Complete the Worksheet Action tab

Step 1: Create the Worksheet and Complete the Worksheet Selection tab

You will begin by creating the worksheet on the *Create Worksheet* page.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet.
2. Click on the **Add New Value** tab.
3. Accept the default *Business Unit* or enter a *Business Unit*.
4. Accept the default "NEXT" in the *Worksheet ID* field and the system will assign the next number available after you save the worksheet.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Create Worksheet

Find an Existing Value | Add a New Value

Worksheet Business Unit: G1001

Worksheet ID: NEXT

Add

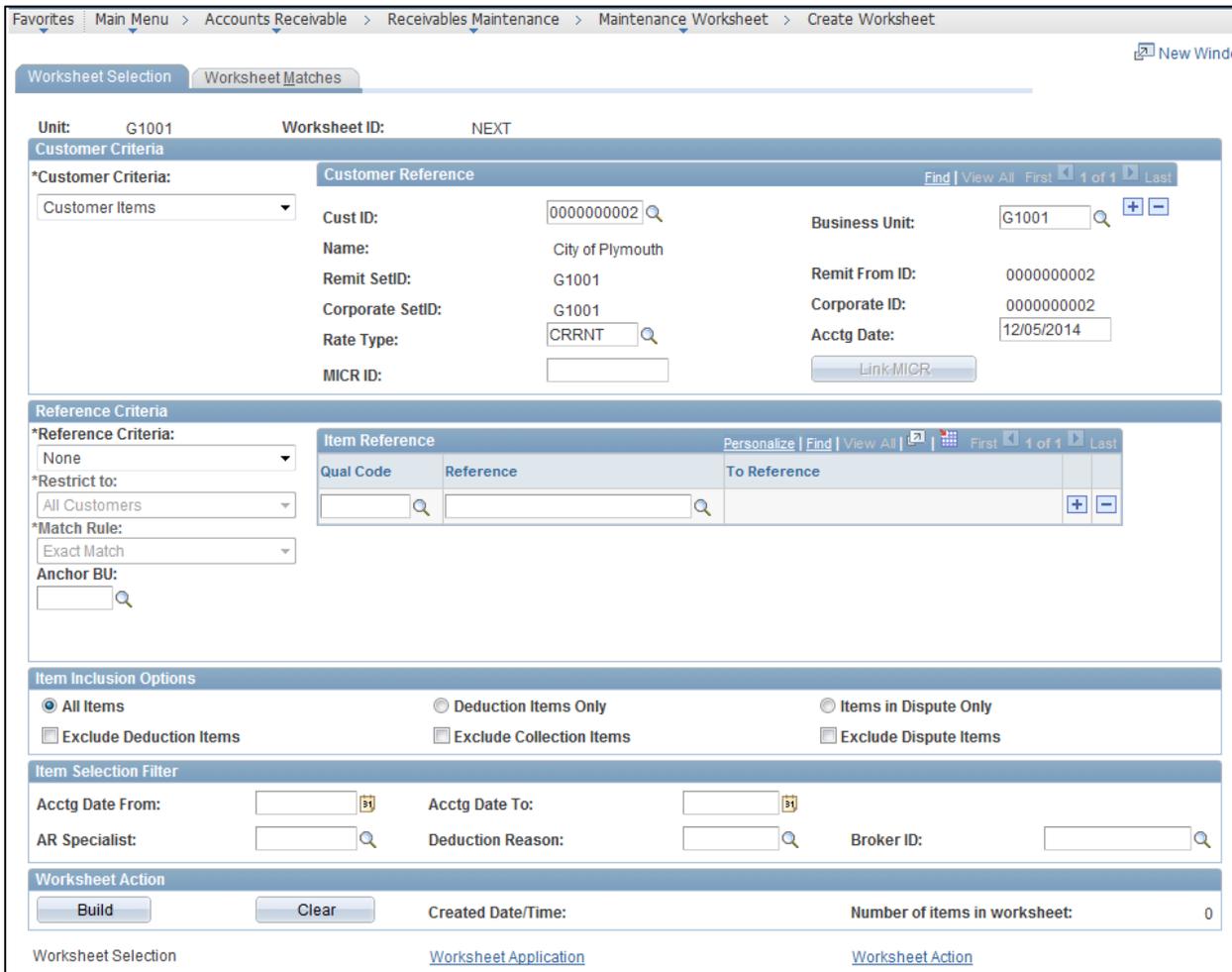
Find an Existing Value | Add a New Value

5. Click on the **Add** button.

The *Worksheet Selection* page displays. Use the *Worksheet Selection* page to select the items that you want to work with.

- You can select Items by customer using the fields in the **Customer Criteria** section or by Item using fields in the **Reference Criteria** section. You can also use the Customer and Reference criteria in combination.

Note: The **Worksheet Matches** tab is not used in Minnesota.



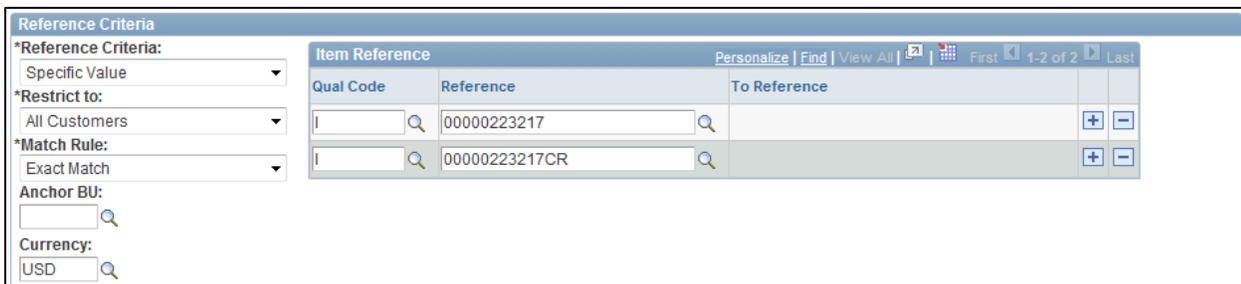
6. Optionally, enter information in the **Customer Criteria** section.

Field Name	Description
Customer Criteria	The default is "None". Accept the default to allow the broadest search. Other options available in the drop-down list allow you to restrict the type of items searched to "Corporate Items," "Customer Items," or "Remit From Items".
Cust ID	Enter the <i>Customer ID</i> or click on the Lookup icon to search for and select a <i>Customer ID</i> .

Field Name	Description
Rate Type	Always "CRRNT.
Acctg Date	Accept the default current date. Generally, this should not be changed.
MICR ID and Link MICR button	These are not used in Minnesota.

7. Optionally, enter information in the **Item Criteria** section.

Field Name	Field Description
Reference Criteria	Must = "Specific Value". After you enter the Reference, the value will automatically change to "Specific Value".
Restrict to	Accept the default "All Customers".
Match Rule	Accept the default "Exact Match".
Qual Code	Select "I - Item".
Reference	Enter the Item reference number or click on the Lookup to search for the Item. Note: Use the Add New Row (+) icon to enter additional reference numbers. When you select specific Items, they will populate to the <i>Worksheet Application</i> page already selected in the next step.
Anchor BU	Enter the <i>Business Unit</i> , if not already supplied in the Customer Criteria section.
Currency	Accept the default "USD".



The screenshot shows the 'Reference Criteria' form. On the left, there are dropdown menus for '*Reference Criteria:' (set to 'Specific Value'), '*Restrict to:' (set to 'All Customers'), and '*Match Rule:' (set to 'Exact Match'). Below these are input fields for 'Anchor BU:' and 'Currency:' (set to 'USD'). On the right, there is an 'Item Reference' table with columns 'Qual Code', 'Reference', and 'To Reference'. The table contains two rows: one with 'I' in the Qual Code column and '00000223217' in the Reference column, and another with 'I' in the Qual Code column and '00000223217CR' in the Reference column. Each row has a search icon and plus/minus icons to its right.

8. Optionally, enter Item Inclusion Options. The **Item Inclusion Options** section allows you to control your search by including or excluding certain types of items.

Item Inclusion Options	Description
All Items	The default is to include all items. Generally, you will accept the default.
Exclude Deduction Items	This option is not currently used in Minnesota.
Deduction Items Only	This option is not currently used in Minnesota.
Exclude Collection Items	Exclude Collection Items from the worksheet.

Item Inclusion Options	Description
Items in Dispute Only	Include only Items in Dispute.
Exclude Dispute Items	Exclude Items in Dispute.

Item Inclusion Options

All Items
 Deduction Items Only
 Items in Dispute Only
 Exclude Deduction Items
 Exclude Collection Items
 Exclude Dispute Items

9. Optionally, enter Item Selection Filter parameters.

Item Selection Filters	Description
Accounting Date From	Use this to search within a specified date range.
Accounting Date To	Use this to search within a specified date range.
AR Specialist	This field is not used in Minnesota or is not meaningful.
Deduction Reason	This field is not used in Minnesota or is not meaningful.
Broker ID	This field is not used in Minnesota or is not meaningful.

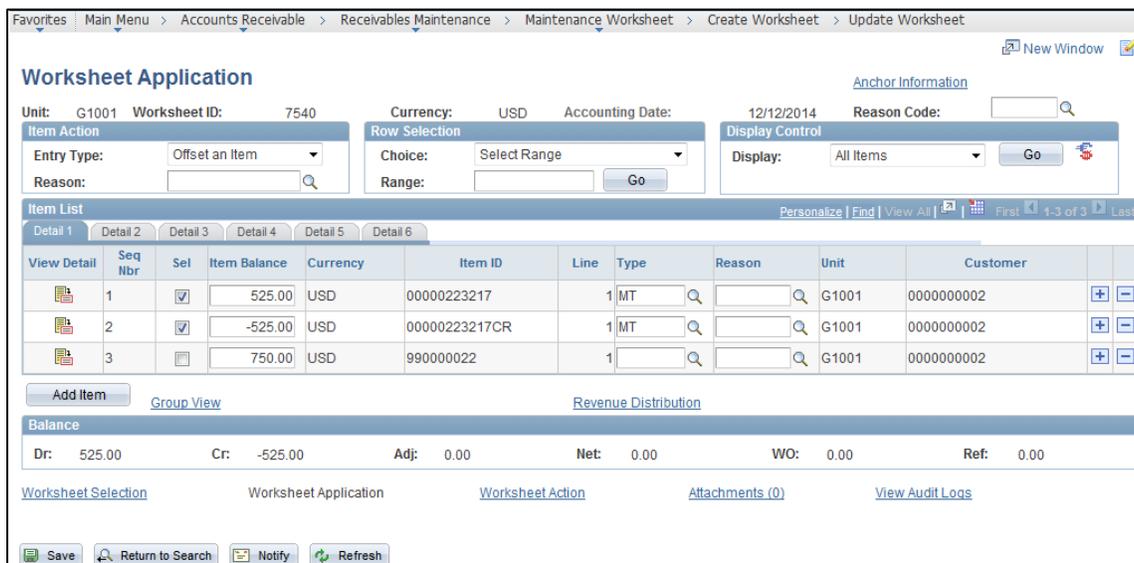
Item Selection Filter

Acctg Date From:
 Acctg Date To:
 AR Specialist:
 Deduction Reason:
 Broker ID:

Step 2: Complete the Worksheet Application tab

After you have selected your criteria, you will create the worksheet.

1. Click on the **Build** button. The *Worksheet Application* page displays with Items in the list that match your criteria. Notice that the Items you selected in the **Reference Criteria** section are already selected.



The screenshot shows the 'Worksheet Application' page with the following details:

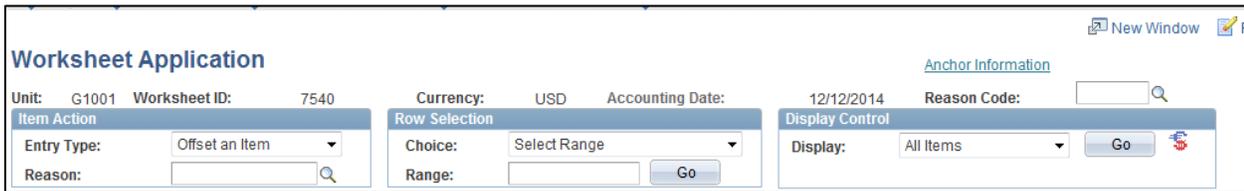
- Unit:** G1001, **Worksheet ID:** 7540, **Currency:** USD, **Accounting Date:** 12/12/2014, **Reason Code:** [empty]
- Item Action:** Entry Type: Offset an Item, Reason: [empty]
- Row Selection:** Choice: Select Range, Range: [empty]
- Display Control:** Display: All Items, Go button
- Item List Table:**

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer
	1	<input checked="" type="checkbox"/>	525.00	USD	00000223217	1	MT	<input type="text"/>	G1001	0000000002
	2	<input checked="" type="checkbox"/>	-525.00	USD	00000223217CR	1	MT	<input type="text"/>	G1001	0000000002
	3	<input type="checkbox"/>	750.00	USD	9900000022	1	<input type="text"/>	<input type="text"/>	G1001	0000000002
- Balance Summary:**

Dr:	525.00	Cr:	-525.00	Adj:	0.00	Net:	0.00	WO:	0.00	Ref:	0.00
-----	--------	-----	---------	------	------	------	------	-----	------	------	------

The header of the *Worksheet Application* page (on the far right) includes these areas and links:

Header Fields	Description
Anchor Information link	Displays the <i>Anchor Business Unit</i> and <i>Anchor Currency</i> ; these were set on the <i>Worksheet Selection</i> page.
Reason Code field	This field is not used in Minnesota, but there are other fields on this page with the same name that are used.



2. The **Item Action** section sets the action taken for all of the Items selected in List. The default is “Offset an Item” which is used for applying Credits and On Account amounts. To change the default settings and apply new settings to all of the items in the list, do the following:
 - a. In the **Row Selection** section, select “Deselect All” in the *Choice* field and click the **Go** button.
 - b. In the **Item Action** section, select the desired *Entry Type* and *Reason*.
 - c. In the **Row Selection** section, select “Select All” in the *Choice* field, and click the **Go** button.

Item Action Fields	Description
Entry Type	The field defaults to “Offset an Item.” Other options are “Refund A Credit,” “Write-off A Credit,” and “Write-off A Debit.”
Reason	Available options are contingent on the <i>Entry Type</i> selected above and, in some instances, such as “Offset an Item”, there are no valid reasons.

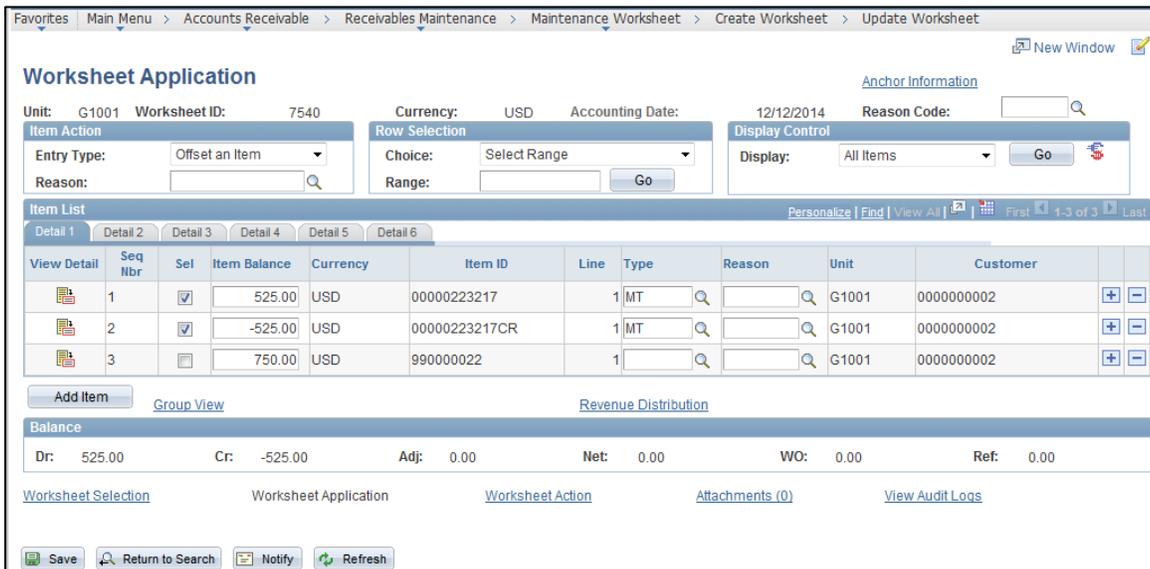
3. The **Row Selection** section allows you to select or deselect all items in the Item List or to select or deselect a range of items from the list. To apply these settings, select the display filter and then click **GO** to update the Item List.

Row Selection Fields	Description
Choice	The options are “Deselect All,” “Deselect Range,” “Select All,” or “Select Range”.
Range	You can choose the “Select Range” <i>Choice</i> option above and then enter the range of items to include on the worksheet, using the Sequence Number; ex. “2-5” to select items 2 through 5. Note: This feature applies only when multiple items are selected on the <i>Worksheet Selection</i> page, either by entering a range of reference numbers or by entering a customer number.

- The **Display Control** section can be used to filter the items displayed on the Item List. To apply these settings, select the display filter and then click **GO** to update the Item List. There is also a currency conversion symbol in this section, but all SWIFT transactions are processed in USD, so this is not used.

Display Control Fields	Description
Display	The options include "All Items," "Blank," "New Items," "Other," "Selected," and "Unselected."

- The **Item List** section was built based on the details entered on the *Worksheet Selection* page. The *Item List* section has six detail tabs. The default view is the **Detail 1** tab. The other views display related information about the items in the list, such as payment information (e.g., due date, days late) and customer information. The fields described below are on the **Detail 1** tab.



Field Name	Description
View Detail	Click this icon to display the <i>Worksheet Application Detail View</i> page with additional information about the item. Note: This option can be helpful when you receive an error message indicating that the item is already in another group (on another worksheet). The <i>Worksheet Application Detail View</i> page includes a link to view the item in other groups. You must delete it from other groups in order to add it to your worksheet.
Seq Nbr (display only)	Shows the sequence number of the item within the list; used when selecting a range of items in the Row Selection section above.
Sel	Click on the <i>Sel</i> checkbox. This field must be checked for the item to be included on the worksheet.



Field Name	Description
Item Balance	The amount of the Item. If you are applying a partial credit to an Item, you may need to reduce the Item Balance amount for the original invoice to match the partial credit amount. The sum of all of the debits you select must equal the sum of the selected credits. The system will automatically add a line for the balance of the Item to the Item List and this amount will remain an open amount on the Customer's account.
Currency (display)	Always USD.
Item ID (display)	The item number.
Line (display)	Line number within the item number; some receivables may have multiple line numbers.
*Type	The type of action being taken against the item. Options include: MT (Offset an Item) Use to apply Credit Bills and On Account amounts to customer accounts; RC (Refund a Credit); WOC (Write-off a Credit); WOD (Write-off a Debit).
Reason	The item action Reason Code. The <i>Type</i> and <i>Reason</i> fields here are the same as <i>Entry Type</i> and <i>Reason</i> in the Item Action section above, but for a specific line rather than the entire worksheet. If you enter the <i>Type</i> and <i>Reason</i> by line here, then you do not need to complete the same fields in the <i>Item Action</i> section. Some <i>Types</i> do not have an associated <i>Reason</i> .
Unit (Display only)	The <i>Business Unit</i> for the item.
Customer	The <i>Customer ID</i> on the item.
Group View Link	Displays groups of matching debit and credit items. Click on the <i>Return to Normal View</i> link to return to the normal view.
Revenue Distribution Link	This is not used in Minnesota.
Write-Off Remaining Amount Link	Note: You may also see a <i>Write-Off Remaining Amount</i> link. This is not used in Minnesota.

You can modify the list directly from the *Worksheet Application* page by adding or deleting items.

To add items to the list:

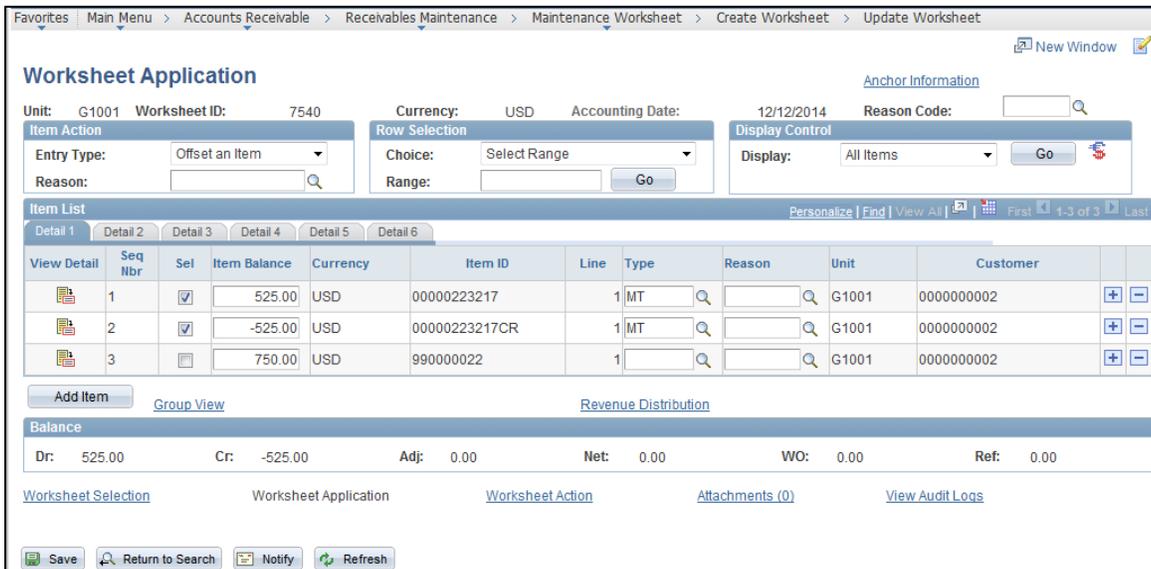
Add Options	Description
Click the Add New Row (Plus sign) icon	This option opens a new, blank row below the row you clicked on. You can enter or look up the details of a specific item to add.
Click the Add Item button	This option opens a new page to enter or look up the <i>Business Unit</i> , <i>Customer ID</i> , and <i>Item ID</i> . Click OK to return to the <i>Worksheet Application</i> page.

To delete items from the list:

There are two options for deleting items from the list. Which you choose depends on whether you want to remove the item completely or simply want it excluded from the worksheet processing at this time.

Delete Options	Description
Click the Delete Row (minus sign) icon	This option removes the item from the list.
Click the SeI checkbox to Deselect an item before saving	This option causes SWIFT to ignore this item when posting the worksheet.

The **Balance Section** shows the net credits and debits to be processed when the worksheet is posted.



The screenshot displays the 'Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, and Update Worksheet. The main area is titled 'Worksheet Application' and includes fields for Unit (G1001), Worksheet ID (7540), Currency (USD), Accounting Date (12/12/2014), and Reason Code. Below these are sections for 'Item Action' (Entry Type: Offset an Item), 'Row Selection' (Choice: Select Range), and 'Display Control' (Display: All Items). The 'Item List' section shows a table with columns: View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, and Customer. The table contains three rows: Row 1 (Seq Nbr 1, Sel checked, Item Balance 525.00, Currency USD, Item ID 00000223217, Line 1, Type MT), Row 2 (Seq Nbr 2, Sel checked, Item Balance -525.00, Currency USD, Item ID 00000223217CR, Line 1, Type MT), and Row 3 (Seq Nbr 3, Sel unchecked, Item Balance 750.00, Currency USD, Item ID 990000022, Line 1, Type). Below the table are buttons for 'Add Item', 'Group View', and 'Revenue Distribution'. The 'Balance' section shows: Dr: 525.00, Cr: -525.00, Adj: 0.00, Net: 0.00, WO: 0.00, Ref: 0.00. At the bottom, there are links for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action', 'Attachments (0)', and 'View Audit Logs', along with 'Save', 'Return to Search', 'Notify', and 'Refresh' buttons.

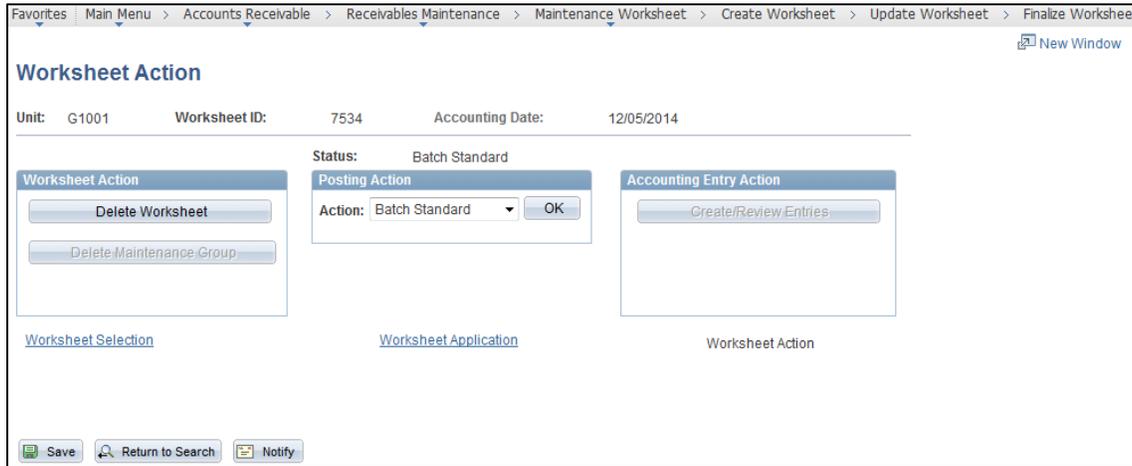
To Delete the Worksheet

If there are errors on the worksheet, or you just want to start over, you can go to the *Worksheet Action* page and click on the **Delete Worksheet** button in the **Worksheet Action** section. See the next step.

Step 3: Complete the Worksheet Action tab

Next, use the *Worksheet Action* page to set the Items for posting.

1. Click on the *Worksheet Action* link. The *Worksheet Action* page displays.



Worksheet Action

Unit: G1001 Worksheet ID: 7534 Accounting Date: 12/05/2014

Status: Batch Standard

Worksheet Action: Delete Worksheet, Delete Maintenance Group

Posting Action: Action: Batch Standard, OK

Accounting Entry Action: Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

2. **WARNING!** Make sure to select “**Batch Standard**” for the *Action* in the **Posting Action** section. If you leave the default “Do Not Post”, the information will be saved, but the transaction will not be posted.
3. Click on the **OK** button.
4. Click on the **Save** button. **Note:** the *Status* field now displays “Batch Standard”.

The transactions included on this worksheet will be picked up the next time the ARUpdate process runs and will be posted to the customer’s account.

Applying Credit Bills or On Account Amounts (Offsetting Debits and Credits)

Topic Overview

Maintenance worksheets can be used to offset debits and credits in order to close these items on a customer's account.

You will use maintenance worksheets to apply credits to Items on a customer's account that result from:

- Credit bills from the SWIFT Billing Module
- Payments not applied to an open item (On-accounts payments)

For example, a credit bill will be offset by the original invoice using a maintenance worksheet. A payment applied "On Account" will be offset by the open invoices you select on a maintenance worksheet.

In order to close an existing credit, the credit must be offset against a debit using a maintenance worksheet. You can offset a single debit using several credits. For example, if a customer has 2 credits on its account for \$100 and \$250 each and a debit for \$350, the 2 credits can be used to offset the \$350 debit. All items will be closed after the worksheet used to perform the offset is posted by the ARUpdate process.

After completing this topic, you should be able to:

- Offset Debits and Credits

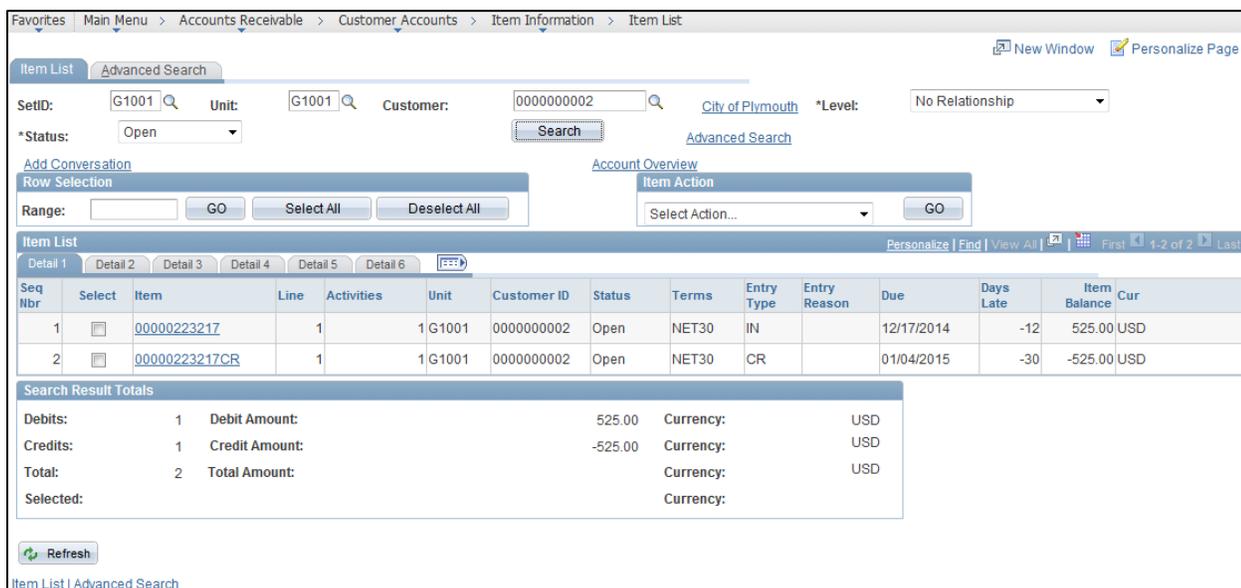
Process Steps

Apply Credit Bills or On Account Amounts (Offset Debits and Credits)

This topic covers how to use a Maintenance Worksheet to offset debits and credits on a customer's account.

In this example, the credit on the customer's account was created in the SWIFT Billing module when a credit bill was created for an existing invoice. The credit bill was sent to SWIFT Accounts Receivable by the Single Action Invoice process and loaded to the customer's account by the ARUpdate process.

As a result of this activity, the customer's account has two open items. One is the original invoice with a debit of \$525. The other is the credit bill, with a credit of \$525.



The screenshot shows the 'Item List' interface with search criteria: SetID: G1001, Unit: G1001, Customer: 0000000002, City of Plymouth, *Level: No Relationship, and *Status: Open. The search results table is as follows:

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	00000223217	1		1 G1001	0000000002	Open	NET30	IN		12/17/2014	-12	525.00	USD
2	<input type="checkbox"/>	00000223217CR	1		1 G1001	0000000002	Open	NET30	CR		01/04/2015	-30	-525.00	USD

Search Result Totals:

Debits:	1	Debit Amount:	525.00	Currency:	USD
Credits:	1	Credit Amount:	-525.00	Currency:	USD
Total:	2	Total Amount:		Currency:	USD
Selected:				Currency:	

Once you complete the Maintenance Worksheet and ARUpdate has been run, both items--the credit and debit--will be closed.

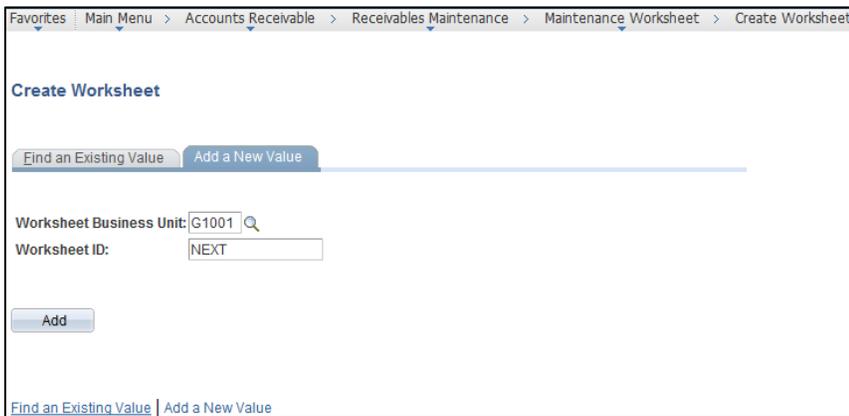
Steps to complete:

- Step 1: Create a Maintenance Worksheet and Select Criteria for the Items to Include on the Worksheet
- Step 2: Select the Items to Offset on the Worksheet Application page
- Step 3: Set the Worksheet Items for Posting on the Worksheet Action page

Step 1: Create a Maintenance Worksheet and Select Criteria for the Items to Include on the Worksheet

First, you'll create a maintenance worksheet. Begin by navigating to the *Create Worksheet* page.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet.
2. Click on the **Add New Value** tab.
3. Accept the default *Business Unit* or enter a *Business Unit*.
4. Accept the default "NEXT" in the *Worksheet ID* field and the system will assign the next number available after you save the worksheet.



5. Click on the **Add** button. The *Worksheet Selection* page displays. Use the *Worksheet Selection* page to select the items that will appear on the worksheet.
 - You can select Items by customer using the fields in the **Customer Criteria** section or by Item using fields in the **Reference Criteria** section. You can also use the **Customer** and **Item Criteria** sections in combination.
6. Optionally, enter information in the **Customer Criteria** section.
 - In this example, the *Customer ID* is used and all open items for the customer will be brought into the worksheet.

Field Name	Field Description
Customer Criteria	The default is "None". Accept the default to allow the broadest search. Other options included in the drop-down list allow you to restrict the type items searched to "Corporate Items", "Customer Items", or Remit From Items".
Customer ID	Enter the <i>Cust ID</i> or click on the Lookup to search for and select a Customer.
Business Unit	Accept the <i>Business Unit</i> default or enter a <i>Business Unit</i> . Note: once you select the <i>Business Unit</i> , SWIFT populates the other fields in the Customer Reference section.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Worksheet Selection | Worksheet Matches

Unit: G1001 Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: Customer Reference Find | View All | First 1 of 1 | Last

Customer Items

Cust ID: 0000000002 Business Unit: G1001

Name: City of Plymouth Remit From ID: 0000000002

Remit SetID: G1001 Corporate ID: 0000000002

Corporate SetID: G1001 Acctg Date: 12/05/2014

Rate Type: CRRNT MICR ID: [Link MICR](#)

Reference Criteria

*Reference Criteria: None

*Restrict to: All Customers

*Match Rule: Exact Match

Anchor BU:

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only

Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Item Selection Filter

Acctg Date From: Acctg Date To: AR Specialist: Deduction Reason: Broker ID:

Worksheet Action

[Build](#) [Clear](#) Created Date/Time: Number of items in worksheet: 0

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

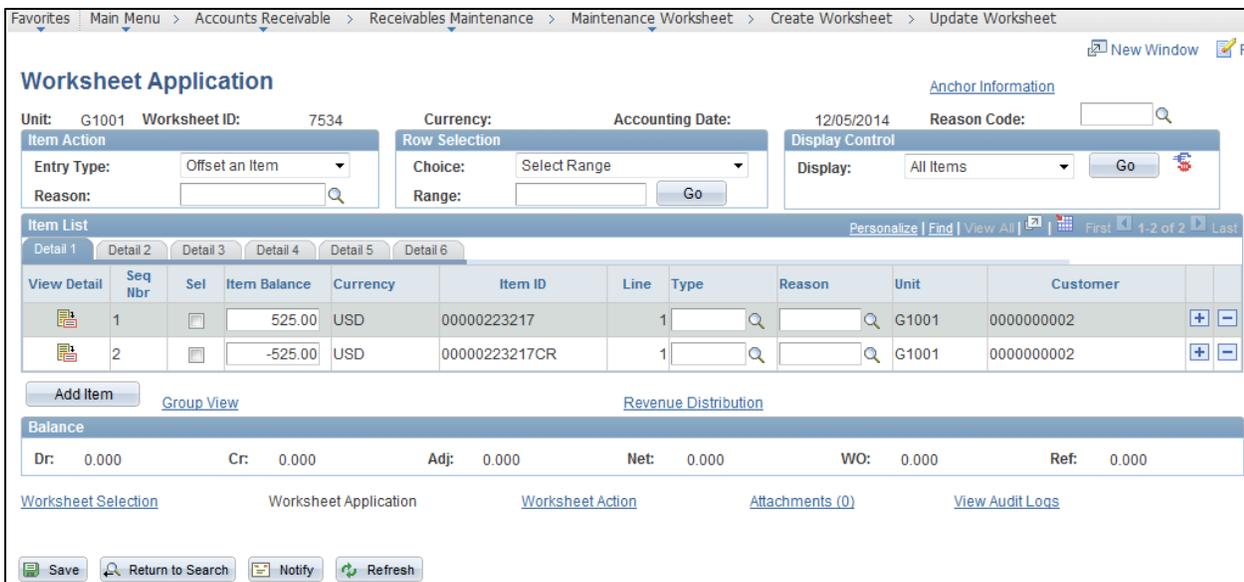
7. Optionally, use the **Reference Criteria** section to specify which items will be selected when you build the worksheet.

- In this example, no Reference Criteria is entered so the worksheet will contain all open items for the customer.

Field Name	Field Description
Reference Criteria	Must = "Specific Value". After you enter the Reference, the value will automatically change to "Specific Value".
Qual Code	Select "I - Item".
Reference	Enter the Item reference number or click on the Lookup to search for the Item. Note: Use the Add New Row (+) icon to enter additional reference numbers. When you select specific Items, they will populate to the <i>Worksheet Application</i> page already selected in the next step.

Field Name	Field Description
Anchor BU	Enter the <i>Business Unit</i> if not already supplied in the Customer Criteria section.

8. Optionally, use the **Item Inclusion Options** section to indicate whether certain types of items will be included or excluded from the worksheet.
 - The default value is “All Items”. This example will use the default so all open items for the customer will be included on the worksheet.
9. After setting your criteria, click the **Build** button. The *Worksheet Application* page displays. In this example, all open items for the customer displays, including the credit and the debit items.



The screenshot shows the 'Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, and Update Worksheet. Below this, there are several control panels:

- Unit:** G1001, **Worksheet ID:** 7534, **Currency:** USD, **Accounting Date:** 12/05/2014, **Reason Code:** (empty)
- Item Action:** Entry Type: Offset an Item, Reason: (empty)
- Row Selection:** Choice: Select Range, Range: (empty)
- Display Control:** Display: All Items, Go button

 The main section is the **Item List**, which includes a table with columns: View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, and Customer. Two items are listed:

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer
	1	<input type="checkbox"/>	525.00	USD	00000223217	1			G1001	0000000002
	2	<input type="checkbox"/>	-525.00	USD	00000223217CR	1			G1001	0000000002

 Below the table is a **Balance** summary section showing Dr: 0.000, Cr: 0.000, Adj: 0.000, Net: 0.000, WO: 0.000, and Ref: 0.000. At the bottom, there are buttons for Save, Return to Search, Notify, and Refresh.

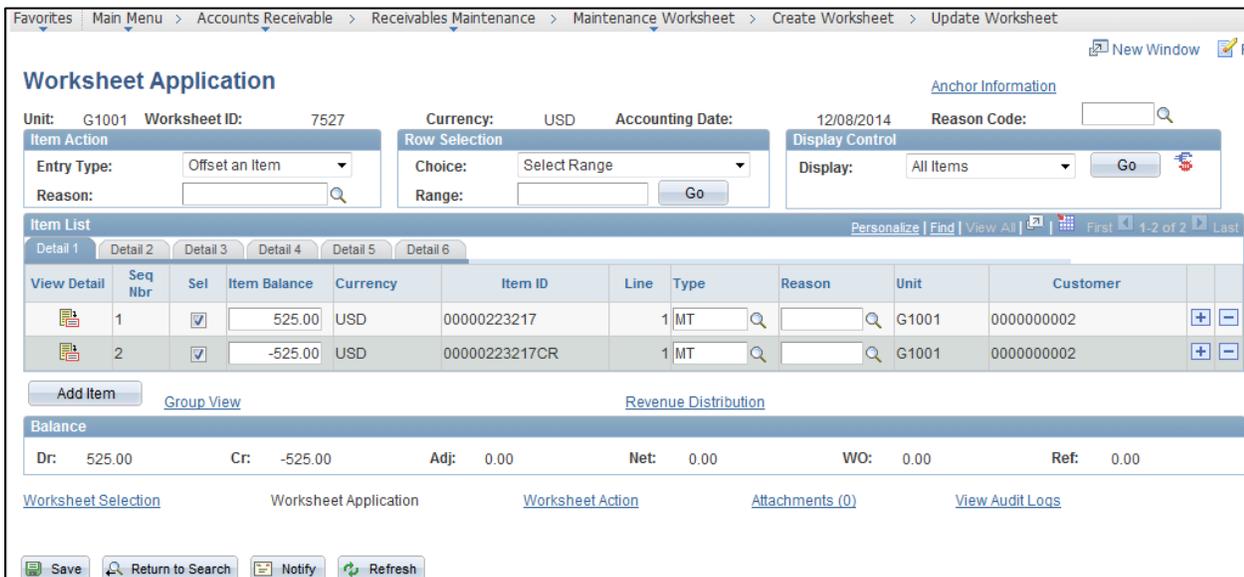
Step 2: Select the Items to Offset on the Worksheet Application page

Next, use the *Worksheet Application* page to select the Items to offset.

1. Complete the **Item List** section as follows:

Field Name	Field Description
Item Balance	The Item Balance. If you are applying a partial credit to an Item, you may need to reduce the Item Balance amount for the original invoice to match the partial credit amount. The sum of all of the debits you select must equal the sum of the selected credits. The system will automatically add a line for the balance of the Item to the Item List and this amount will remain an open amount on the Customer’s account.

Field Name	Field Description
Type	Select "MT" (Offset an Item) for the <i>Type</i> field for the Items you want to offset, indicating what action will be taken when the worksheet is posted. Note: Since "MT" is the default <i>Entry Type</i> in the Item Action section, this type would automatically be applied to the selected Items.
Reason	Leave blank. There is no associated <i>Reason</i> code for the "Offset an Item" Entry Type.
Sel	Click the Sel option for each item you want to select. Note: You can select more than one debit and/or credit. However, the sum of the debits you select must equal the sum of the selected credits.



The screenshot shows the 'Worksheet Application' interface. At the top, there are navigation tabs: Favorites, Main Menu, Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet, and Update Worksheet. Below the navigation, there are several input fields: Unit (G1001), Worksheet ID (7527), Currency (USD), Accounting Date (12/08/2014), and Reason Code. There are also sections for 'Item Action' (Entry Type: Offset an Item, Reason:), 'Row Selection' (Choice: Select Range, Range:), and 'Display Control' (Display: All Items). The main part of the interface is the 'Item List' table, which has columns for View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, and Customer. Two items are listed: Item 1 with a balance of 525.00 USD and Item 2 with a balance of -525.00 USD. Below the table, there is a 'Balance' section showing Dr: 525.00, Cr: -525.00, Adj: 0.00, Net: 0.00, WO: 0.00, and Ref: 0.00. At the bottom, there are buttons for Save, Return to Search, Notify, and Refresh.

2. Click on the **Save** button.
3. Verify that the **Balance** section indicates that the Debits (Dr) equal the Credits (Cr) (Net should equal zero).

Step 3: Set the Worksheet Items for Posting on the Worksheet Action page

Next, use the *Worksheet Action* page to set the Items for posting.

1. Click on the *Worksheet Action* link.
2. **WARNING!** Make sure to select "**Batch Standard**" for the *Action* in the **Posting Action** section. If you leave the default "Do Not Post", the information entered will be saved, but the transaction will not be posted.
3. Click on the **OK** button.
4. Click on the **Save** button.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet > Update Worksheet > Finalize Worksheet

New Window

Worksheet Action

Unit: G1001 Worksheet ID: 7534 Accounting Date: 12/05/2014

Status: Batch Standard

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

Note: the *Status* field now displays “Batch Standard”.

The transactions included on the worksheet will be picked up the next time the ARUpdate process runs and will be posted to the customer account(s).

Favorites | Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List

New Window Personalize Page

Item List Advanced Search

SetID: G1001 Unit: G1001 Customer: 0000000002 City of Plymouth *Level: No Relationship

*Status: All Search Advanced Search

Add Conversation Account Overview

Row Selection Item Action

Range: GO Select All Deselect All Select Action... GO

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	00000223217	1		2 G1001	0000000002	Closed	NET30	IN		12/17/2014	-12		USD
2	<input type="checkbox"/>	00000223217CR	1		2 G1001	0000000002	Closed	NET30	CR		01/04/2015	-30		USD
3	<input type="checkbox"/>	PEQ00001	1		2 G1001	0000000002	Closed	NET30	IN		06/27/2014	-2		USD

Search Result Totals

Debits: 3 Debit Amount: Currency: USD

Credits: Credit Amount: Currency: USD

Total: 3 Total Amount: Currency: USD

Selected: Currency: USD

Refresh

Item List | Advanced Search

Having completed this topic, you should now be able to:

- Offset Debits and Credits

Writing-Off AR Items

Topic Overview

Maintenance worksheets can be used to write-off an Accounts Receivable (AR) item when a debt is determined by a state agency to be uncollectable. You will use the “WOD” (Write-Off a Debit) transaction *Type* with a “REV” (Write-off a Revenue) *Reason*. Before fully setting the worksheet to post, it must be submitted for approval.

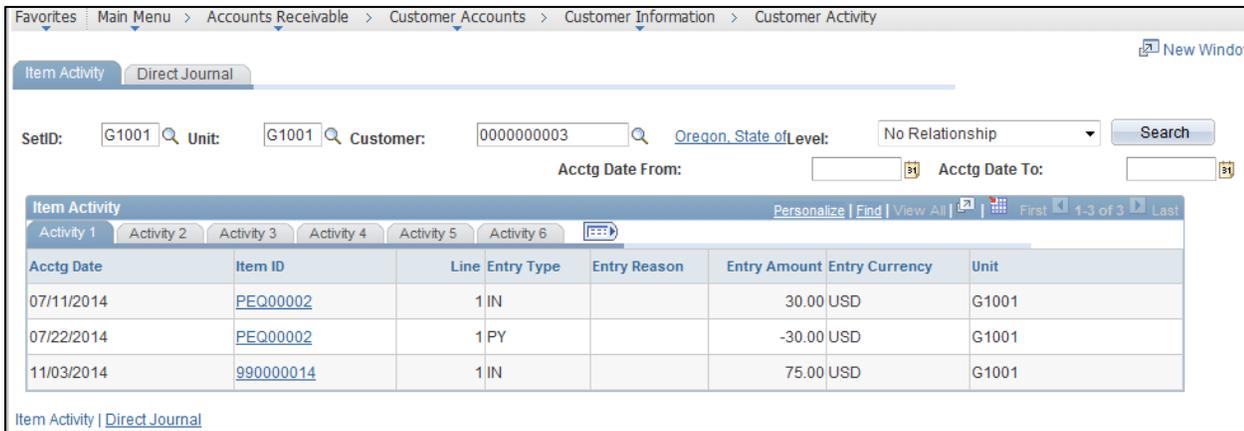
After completing this topic, you should be able to:

- Write-off an AR Item

Process Steps

Use a Maintenance Worksheet to Write-Off AR Items (Debits)

This topic covers using a maintenance worksheet to write-off an AR Item (debit).



Item Activity | Direct Journal

SetID: G1001 Unit: G1001 Customer: 0000000003 Oregon, State of Level: No Relationship Search

Acctg Date From: Acctg Date To:

Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
07/11/2014	PEQ00002	1	IN		30.00	USD	G1001
07/22/2014	PEQ00002	1	PY		-30.00	USD	G1001
11/03/2014	99000014	1	IN		75.00	USD	G1001

Item Activity | Direct Journal

Steps to complete:

- Step 1: Create a Maintenance Worksheet and Select Criteria for the Items to Include on the Worksheet
- Step 2: Select the Items to Write Off on the Worksheet Application page
- Step 3: Submit the Worksheet Items for Approval on the Worksheet Action page
- Step 4: Complete Processing of the Worksheet

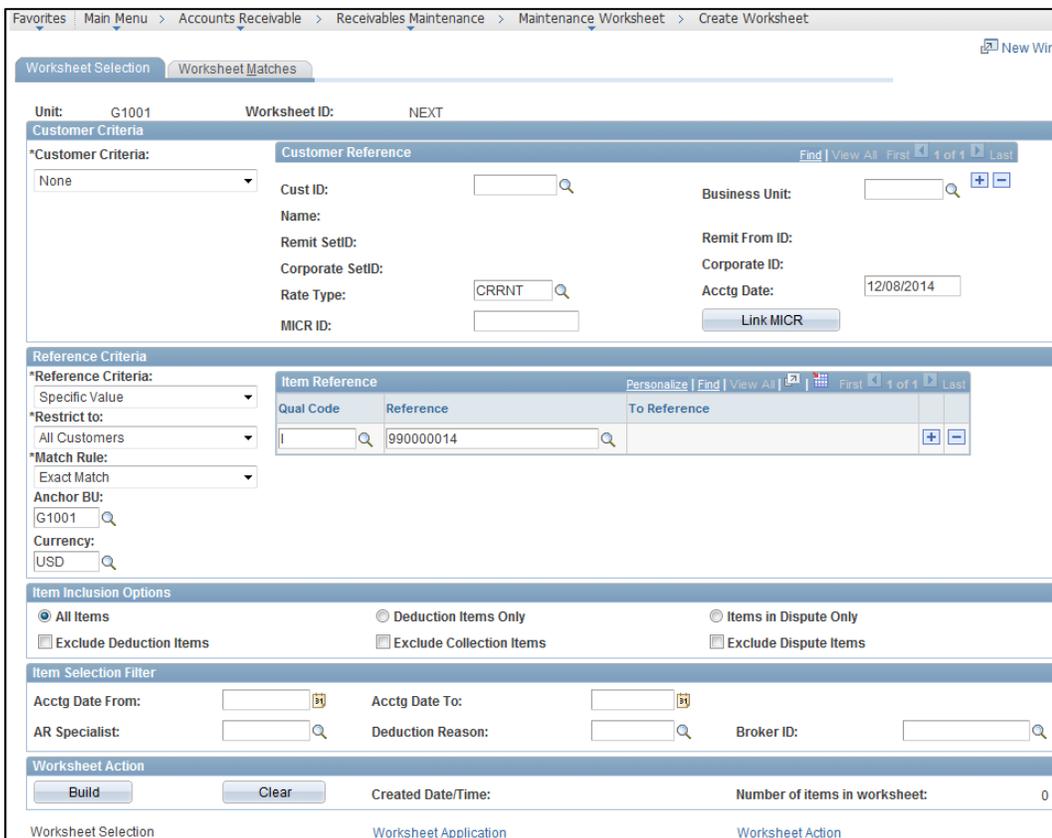
Step 1: Create a Maintenance Worksheet and Select Criteria for the Items to Include on the Worksheet

Begin by navigating to the *Create Worksheet* page.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet.
2. Select the **Add a New Value** tab.
3. Accept the default *Worksheet Business Unit* or enter a *Business Unit*.
4. Accept the default "NEXT" for the *Worksheet ID* and the system will automatically assign the next number available when the worksheet is saved.
5. Click the **Add** button. The *Worksheet Selection* page displays.
 - You can select Items by customer using the fields in the **Customer Criteria** section or by Item using fields in the **Reference Criteria** section. You can also use the **Customer** and **Reference Criteria** sections in combination.

6. Optionally, enter information in the **Customer Criteria** section.
 - In this example, no Customer Criteria is used. We know the Item ID for the Item we want to write-off.

Field Name	Field Description
Customer Criteria	The default is “None”. Accept the default to allow the broadest search. Other options available in the drop-down list allow you to restrict the type of items searched to “Corporate Items,” “Customer Items,” or “Remit From Items”.
Customer ID	Enter the <i>Cust ID</i> or click on the Lookup to search for and select a Customer.
Business Unit	Accept the <i>Business Unit</i> default or enter a <i>Business Unit</i> . Note: once you select the Business Unit, SWIFT populates the other fields in the Customer Reference section.
Accounting Date	Defaults to current date. Generally, you would not change.



7. Optionally, use the **Reference Criteria** section to specify which items will be selected when you build the worksheet.
 - In this example, reference criteria are entered on the worksheet since we know the *Item ID* for the item we want to write-off.

Field Name	Field Description
Reference Criteria	Must = "Specific Value".
Qual Code	Select "I - Item".
Reference	Enter the Item for the Write Off or click on the Lookup to search for the Item.
Anchor BU	Enter the <i>Business Unit</i> , if not already supplied in the Customer Criteria section.
Currency	Accept the default "USD".

8. Optionally, use the **Item Inclusion Options** section to indicate whether certain types of items will be included or excluded from the worksheet.
 - The default value is "All Items". This example will use the default so all open items matching the criteria will be included on the worksheet.
9. After setting your criteria, click the **Build** button. The *Worksheet Application* page displays. In this example, only the Item identified in the Reference Section displays.
Note: the *Worksheet ID* has been assigned by the system.

Step 2: Select the Item to Write-Off on the Worksheet Application page

Next, complete the *Worksheet Application* page to specify the action that should be taken for the selected Items.

1. Complete the **Item List** section as follows:

Field Name	Field Description
Type	Select "WOD" (Write-Off a Debit) for the <i>Type</i> field for the Items you want to write-off, indicating what action will be taken when the worksheet is posted.
Reason	Select "REV" (Write-Off a Revenue). Reason codes in combination with entry type help determine what accounting entries will be created as the result of a transaction.
Sel	Click the Sel checkbox for each item you want to Write-Off.

Note: Optionally, the **Item Action** section fields can be used to set the *Entry Type* and *Reason* for all the selected Items in the worksheet. This is most useful when there are multiple items on the list. To change the default settings and apply new settings to all of the items in the list, do the following:

- a. In the **Row Selection** section, select "Deselect All" in the *Choice* field and click the **Go** button.
- b. In the **Item Action** section, select the desired *Entry Type* and *Reason*.
- c. In the **Row Selection** section, select "Select All" in the *Choice* field, and click the **Go** button.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Update Worksheet

New Window | Pers

Worksheet Application

[Anchor Information](#)

Unit: G1001 Worksheet ID: 7528 Currency: USD Accounting Date: 12/08/2014 Reason Code:

Item Action Entry Type: Write-off A Debit Reason: REV

Row Selection Choice: Select Range Range:

Display Control Display: All Items

Item List Personalize | Find | View All | First | 1 of 1 | Last

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer
	1	<input checked="" type="checkbox"/>	75.00	USD	990000014	1	WOD	REV	G1001	0000000003

[Group View](#) [Revenue Distribution](#)

Balance

Dr:	0.00	Cr:	0.00	Adj:	0.00	Net:	0.00	WO:	75.00	Ref:	0.00
-----	------	-----	------	------	------	------	------	-----	-------	------	------

[Worksheet Selection](#) Worksheet Application [Worksheet Action](#) [Attachments \(0\)](#) [View Audit Logs](#)

2. Click on the **Save** button.

3. You may receive the below message indicating that the maximum operator write off amount limits have been exceeded. This message indicates that you do not have the security to process the write off. Click the **OK** button and refer this matter to your supervisor.

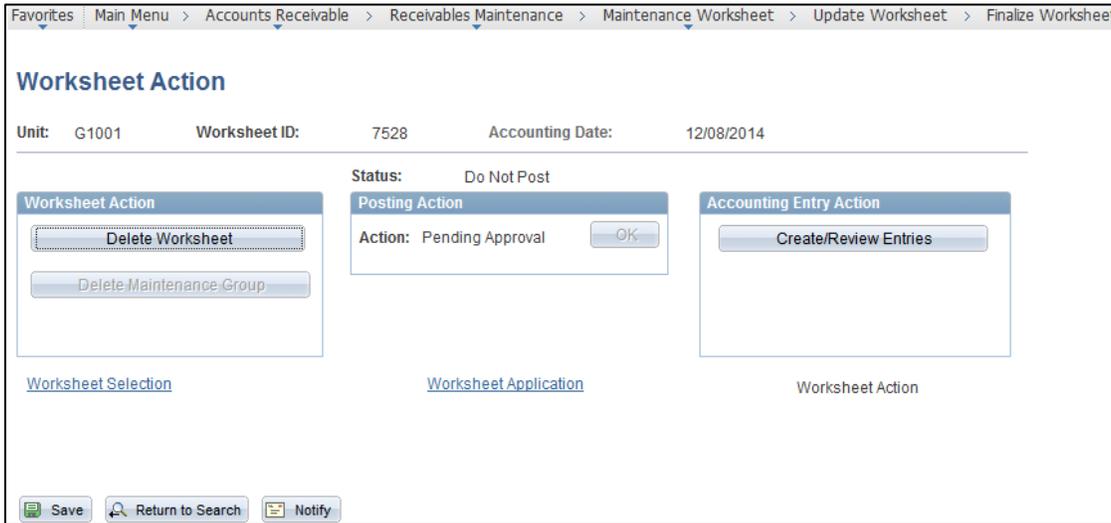
Message

One or more items exceed the Maximum operator write off amount limits on this worksheet. (6050,115)

Step 3: Submit the Worksheet for Approval on the Worksheet Action page

The next step to write-off a debit is to use the *Worksheet Action* page to “Submit to Workflow”. This means approval is needed. All Write-Offs of debit transactions need approval.

1. Click on the **Worksheet Action** hyperlink.
2. Click on the **OK** button in the **Posting Action** section to accept the **Submit to Workflow** action. “Pending Approval” is now displayed in the **Posting Action** section.



Step 4: Complete Processing of the Worksheet

Agencies may have different procedures for approving write offs. Staff with the appropriate security will complete the *Worksheet Action* page.

Begin by navigating to the *Worksheet Action* page for the write-off to set for posting.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Finalize Worksheet.
2. At the *Finalize Worksheet* page, enter your search criteria.

Field Name	Field Description
Worksheet Business Unit	Accept the default or enter a <i>Worksheet Business Unit</i> .
Worksheet ID	Enter the <i>Worksheet ID</i> for the write-off.
User ID	Optionally, enter a <i>User ID</i> or use the Lookup to search for and select a <i>User ID</i> .

3. If more than one entry displays in the **Search Results** section, click on the link for the write-off worksheet.
4. The *Worksheet Action* page appears. View the *Worksheet Selection* and *Worksheet Application* pages by clicking on the links, if desired.
5. **WARNING!** Make sure to select "Batch Standard" for the *Action* in the **Posting Action** section. If you leave the default "Do Not Post", the information entered will be saved, but the transaction will not be posted.
6. Click on the **OK** button.
7. Click on the **Save** button.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Finalize Worksheet

Worksheet Action

Unit: G1001 Worksheet ID: 7528 Accounting Date: 12/08/2014

Status: Batch Standard

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

[Worksheet Selection](#) [Worksheet Application](#) Worksheet Action

Save Return to Search Previous in List Next in List Notify

After the ARUpdate process posts the transaction, the Write-off displays on the customer's account.

Favorites | Main Menu > Accounts Receivable > Customer Accounts > Customer Information > Customer Activity

Item Activity Direct Journal

SetID: G1001 Unit: G1001 Customer: 000000003 Level: No Relationship Search

Acctg Date From: Acctg Date To:

Item Activity							
Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
07/11/2014	PEQ00002	1	IN		30.00	USD	G1001
07/22/2014	PEQ00002	1	PY		-30.00	USD	G1001
11/03/2014	990000014	1	IN		75.00	USD	G1001
12/08/2014	990000014	1	WOD	REV	-75.00	USD	G1001

Item Activity | [Direct Journal](#)

Having completed this topic, you should now be able to:

- Write-off an AR Item

Processing Refunds

Topic Overview

This topic includes the steps needed to generate a refund in the Accounts Receivable module and to send the refund item to the Accounts Payable module for payment to the vendor. SWIFT enables you to process refunds whenever a credit exists on the customer's account. A credit is created for a customer by entering a credit bill in the Billing Module or by applying a payment "On Account" in the Accounts Receivable module. Before processing the refund, you must enter the Customer's Vendor ID on the Customer record. Customer and Vendor must be linked together for this process to work. The steps to do this are included in this topic.

The Agency Receivable Specialist creates a Maintenance Worksheet in the Accounts Receivable module to process the refund. This enables the user to select the credit items to be refunded by customer or by item reference number. The Maintenance Worksheet refunds items with credit balances or creates a new refund for credits remaining from maintenance tasks. The Receivable Specialist may issue a full or partial refund of a credit item.

Once the worksheet is completed and saved, the ARUpdate process prepares the refund for processing, and then the Receivables Refund process picks up the refund request and creates the necessary records in Accounts Payable. Both processes are run nightly in batch processing. Both can also be run manually. The steps to run these processes manually are included in this User Guide.

After the maintenance worksheet is completed and the ARUpdate and Receivables Refund processes ran in Accounts Receivable, the vouchers must be processed by Accounts Payable staff in order for the customer refund to be paid. Accounts Receivable staff are responsible for coordinating with staff in Accounts Payable to make sure these steps are completed.

Note: If you do not want tax to be calculated on the AP voucher refund, the AR staff must notify the AP staff that this transaction should be tax exempt. The AP staff will need to check the tax-exempt box on the Invoice Information tab of the voucher; otherwise tax will be calculated based on the tax code used.

After completing this topic, you should be able to:

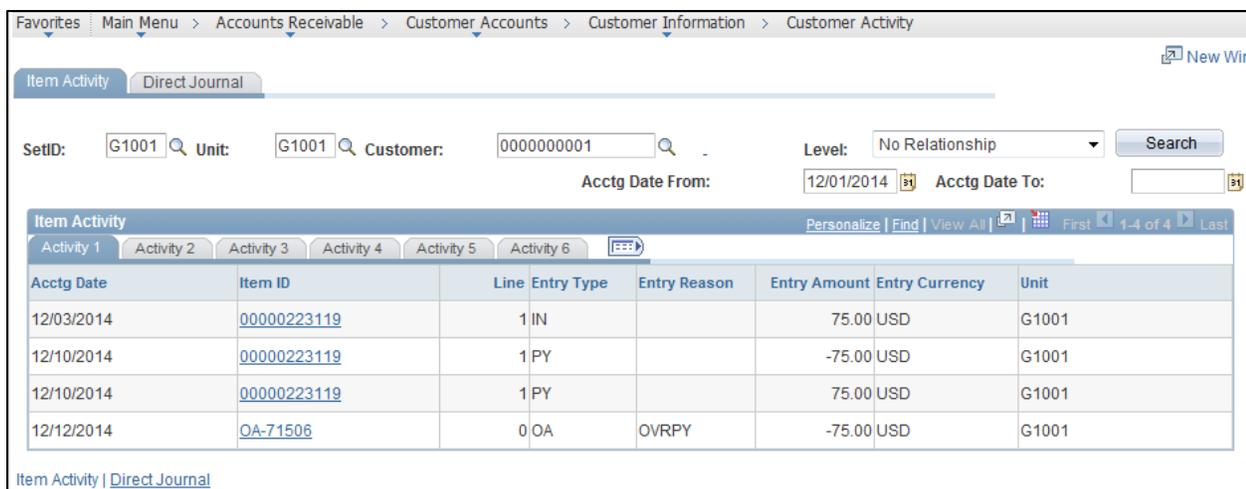
- Enter the Customer's Vendor ID on the Customer's Record
- Create refunds using the maintenance worksheet
- Post the refunds using the Receivable Update process (ARUpdate)
- Run the Receivables Refund (Request Refund Item) process to update the Voucher Staging tables

Process Steps

Use a Maintenance Worksheet to Process a Refund

This topic covers processing a refund. SWIFT enables you to process refunds whenever a credit exists on the customer’s account. A credit is created for a customer by entering a credit bill in the Billing Module or by applying a payment “On Account” in the Accounts Receivable module.

In the example used in this topic, a customer has paid a bill in the amount of \$75 twice and has requested a refund of the second payment. The customer’s account activity shows a \$75 On-Account credit.



Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
12/03/2014	00000223119	1	IN		75.00	USD	G1001
12/10/2014	00000223119	1	PY		-75.00	USD	G1001
12/10/2014	00000223119	1	PY		75.00	USD	G1001
12/12/2014	OA-71506	0	OA	OVRPY	-75.00	USD	G1001

Steps to complete:

- Step 1: Enter the Customer’s Vendor ID on the Customer Record
- Step 2: Complete the Maintenance Worksheet Selection page
- Step 3: Apply the Payment to the Customer Account on the Worksheet Application page
- Step 4: Select a Posting Action for the Worksheet on the Worksheet Action page
- Step 5: Run the ARUpdate Manually or Wait for the Batch
- Step 6: Run the Receivable Refund Process Manually or Wait for the Nightly Batch
- Step 7: Communicate with the Accounts Payable

Step 1: Enter the Customer’s Vendor ID on the Customer Record

In order to process a refund, the customer you are refunding must have a Vendor ID number associated to its Billing Customer record. Without a vendor number, the voucher cannot be generated in Accounts Payable. If you are certain the customer already has a Vendor ID entered on the Customer record, you may skip this step and begin the refund worksheet.

If you do not know the Customer's Vendor ID, you must do some research to see if a vendor number exists for the customer. You may need assistance from procurement or accounts payable staff to do this research. If a vendor number does not exist, you must obtain a *Vendor ID* for this customer before processing a refund. Follow your agency's business process for requesting a *Vendor ID*. There are two types of *Vendor IDs*:

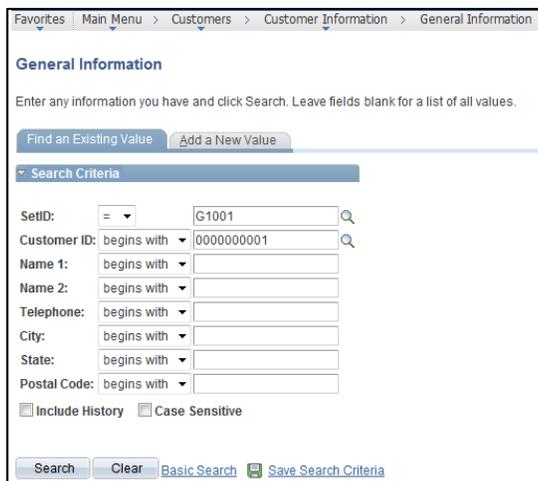
- Regular – use this if you expect to be processing additional refunds for this customer sometime in the future or if the receivable coming from AR contains multiple lines which are considered additional refunds.
- One-time – use this if you will not be processing any other refunds for this customer and the receivable does not contain multiple lines.

You may need to provide the customer's Tax Identification Number (TIN) when you request the Vendor ID.

Once you know the Vendor ID, follow the below steps to enter the Customer's Vendor ID on the Customer record.

Begin by navigating to the *General Information* page for the customer you will refund.

1. **Navigation Links:** Customers, Customer Information, General Information.
2. At the *General Information* page, click the **Find an Existing Value** tab.
3. Enter the *SetID* (usually the same as your Business Unit).
4. Enter the *Customer ID*.



General Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

Search Criteria

SetID: = G1001

Customer ID: begins with 0000000001

Name 1: begins with

Name 2: begins with

Telephone: begins with

City: begins with

State: begins with

Postal Code: begins with

Include History Case Sensitive

Search Clear Basic Search Save Search Criteria

5. Click on the **Search** button.
6. If there are multiple entries in the **Search Results** section, click on the link for the customer you want to refund.
7. At the *General Information* page for the customer, click the **Miscellaneous General Info** tab.

Favorites | Main Menu > Customers > Customer Information > General Information

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID: G1001 Customer ID: 000000001 Hennepin County Research, Planning & Dev

Miscellaneous General Info

*Name 1: Hennepin County Research, Planning & Dev
 Name 2:
 Name 3:
 Tax ID:
 Vendor SetID: SHARE Vendor ID: 0000197294 [Vendor Information](#)
 Workflow User:
 Customer Web Site: [Go To Website URL](#)
 Stock Symbol: [Go To Stock Symbol](#)

Sub Customer Information

SubCustomer
 SubCustomer 1: SubCustomer 2:

Date Last Maintained: 12/10/2014 Last Maintained By Operator ID: 00637298

[General Info](#) General Info Links: ...More

[General Info](#) | [Bill To Options](#) | [Ship To Options](#) | [Sold To Options](#) | [Miscellaneous General Info](#)

8. Enter "SHARE" for the *Vendor SetID*

9. Enter the Customer's *Vendor ID*.

Note: You can verify the details associated with the *Vendor ID* by clicking the *Vendor Information* Link.

You may receive the below error message that the vendor already points to a customer in a different *SetID* (agency Business Unit). The message will also display the *SetID*, and *Customer ID* that the vendor is currently pointed to.

Message

The HENNEPIN COUNTY vendor already points to the HENNEPIN COUNTY customer (SetID: P7801, Customer ID: 00000013799). (9030,75)

PS/Receivables does not allow one Vendor to be associated with more than one Customer and the Vendor you have chosen already points to another Customer. Please associate the other customer with a different Vendor before associating this Customer with the Vendor.

You will not be able to enter the Vendor ID on your Customer record until the other agency has removed the Vendor ID on their customer record. You will need to contact the SWIFT Helpdesk or the other agency and request that the Vendor ID be removed from the other agency's customer after their refund has processed.

You should also remove the Vendor ID from your customer after your refund is processed so that another agency will not experience the same error.

Step 2: Complete the Maintenance Worksheet Selection page

The next step in processing a refund is to create a maintenance worksheet. You can select the credit to be refunded by entering customer information and searching for any open credits. You can also enter one or more reference numbers to identify the credits to be refunded. This is the more common method and is used as an example in this topic.

Most often the credit to be refunded is an “On Account” (OA) payment that the customer would like returned. Occasionally, a refund is processed against a credit invoice with an entry type “CR”. This topic uses the OA credit example.

Note: As of the printing of this manual, there is a budget-related issue regarding refunds of credit invoices which does not impact the issuance of the payment check but may require a correcting journal entry. Agency Assistance is able to identify the transactions at issue and will contact you with any additional steps that may be required.

Begin by navigating to the *Create Worksheet* page.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Maintenance Worksheet, Create Worksheet.
2. Select the **Add a New Value** tab.
3. Accept the default *Worksheet Business Unit* or enter a *Business Unit*.
4. Accept the default “NEXT” for the *Worksheet ID* and the system will automatically assign the next number available when the worksheet is saved.
5. Click on the **Add** button. The *Worksheet Selection* page displays. Use the *Worksheet Selection* page to select the items that will appear on the worksheet.
 - You can select Items by customer using the fields in the **Customer Criteria** section or by *Item* using fields in the **Reference Criteria** section. You can also use the Customer and Reference criteria in combination.
6. Optionally, enter the desired **Customer Criteria** described below. (In this example, no Customer Criteria is used. We know the Item ID for the Item we want to refund.)



Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Worksheet Selection | Worksheet Matches

Unit: G1001 Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: Customer Reference Find | View All | First 1 of 1 Last

None

Cust ID:

Business Unit:

Name:

Remit SetID:

Remit From ID:

Corporate SetID:

Corporate ID:

Rate Type: CRRNT

Acctg Date: 12/12/2014

MICR ID: Link MICR

Reference Criteria

*Reference Criteria: Item Reference Personalize | Find | View All | First 1 of 1 Last

None

*Restrict to: All Customers

*Match Rule: Exact Match

Anchor BU:

Qual Code	Reference	To Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only

Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Item Selection Filter

Acctg Date From: Acctg Date To:

AR Specialist: Deduction Reason: Broker ID:

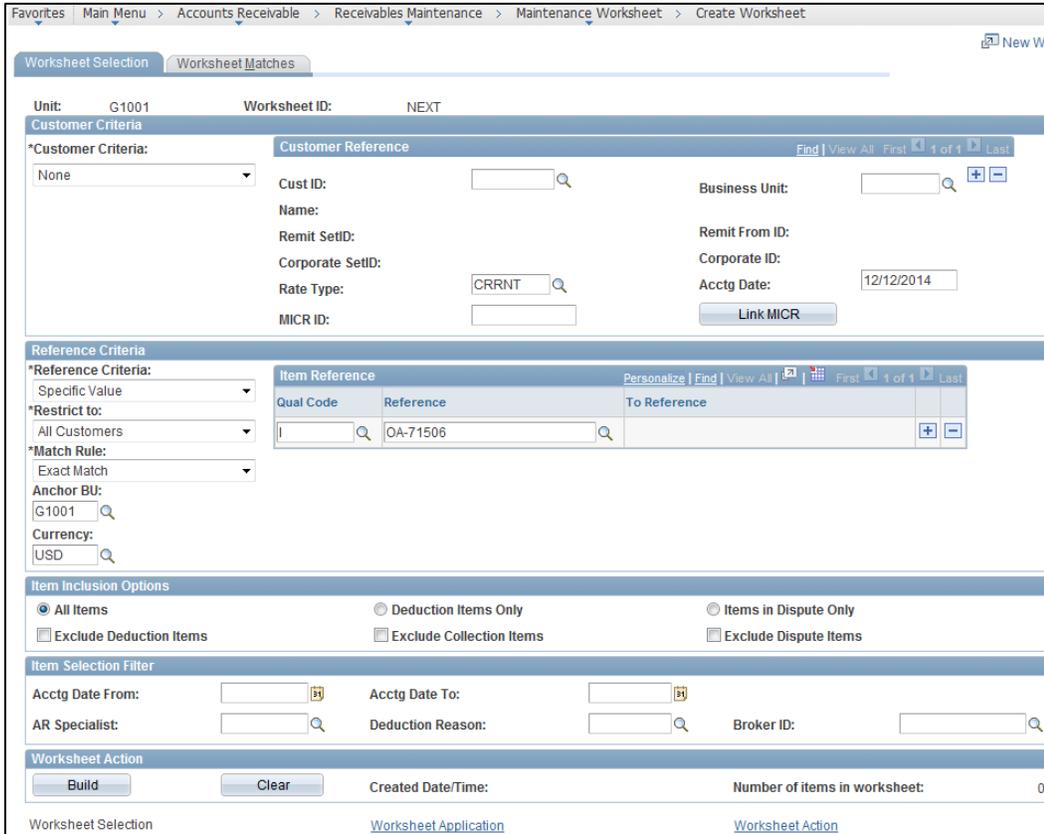
Worksheet Action

Build Clear Created Date/Time: Number of items in worksheet: 0

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

Field Name	Description
Customer Criteria	The default is "None." Generally you will accept the default to allow the broadest search. Other options available in the drop-down list allow you to restrict the type of items searched to "Corporate Items," "Customer Items," or "Remit From Items."
Cust ID	Enter the <i>Customer ID</i> or click on the Lookup icon to search for and select a <i>Customer ID</i> .
Rate Type	Always "CRRNT."
Acctg Date	Confirm the accounting date. Defaults to current date. Generally, this should not be changed.
MICR ID/Link MICR	These are not used in Minnesota.

- Optionally, use the **Reference Criteria** section to specify which items will be selected when you build the worksheet. In this example, **Reference Criteria** are entered on the worksheet since we know the *Item ID* for the item we want to refund.



The screenshot shows the 'Create Worksheet' interface with the following sections:

- Customer Criteria:** Unit: G1001, Worksheet ID: NEXT. Fields include Cust ID, Business Unit, Name, Remit SetID, Remit From ID, Corporate SetID, Corporate ID, Rate Type (CRRNT), Acctg Date (12/12/2014), and MICR ID. A 'Link MICR' button is present.
- Reference Criteria:** Reference Criteria: Specific Value. Restrict to: All Customers. Match Rule: Exact Match. Anchor BU: G1001. Currency: USD. Item Reference table shows Qual Code 'I', Reference 'OA-71506', and To Reference.
- Item Inclusion Options:** Radio buttons for 'All Items' (selected), 'Deduction Items Only', and 'Items in Dispute Only'. Checkboxes for 'Exclude Deduction Items', 'Exclude Collection Items', and 'Exclude Dispute Items'.
- Item Selection Filter:** Acctg Date From/To, AR Specialist, Deduction Reason, and Broker ID fields.
- Worksheet Action:** 'Build' and 'Clear' buttons. Created Date/Time and Number of items in worksheet (0).

Field Name	Field Description
Reference Criteria	Must = "Specific Value". After you enter the Reference, the value will automatically change to "Specific Value".
Qual Code	Select "I - Item".
Reference	Enter the Item to be refunded or click on the Lookup to search for the Item. (This is generally an "On Account" (OA) Item. Occasionally, a refund is processed against a credit invoice with an entry type "CR".)
Anchor BU	Enter the Business Unit, if not already supplied in the Customer Criteria section.
Currency	Accept the default "USD".

- Optionally, use the **Item Inclusion Options** section to indicate whether certain types of items will be included or excluded from the worksheet. The default is to include all items.
- After setting your criteria, click the **Build** button to create the new refund worksheet.

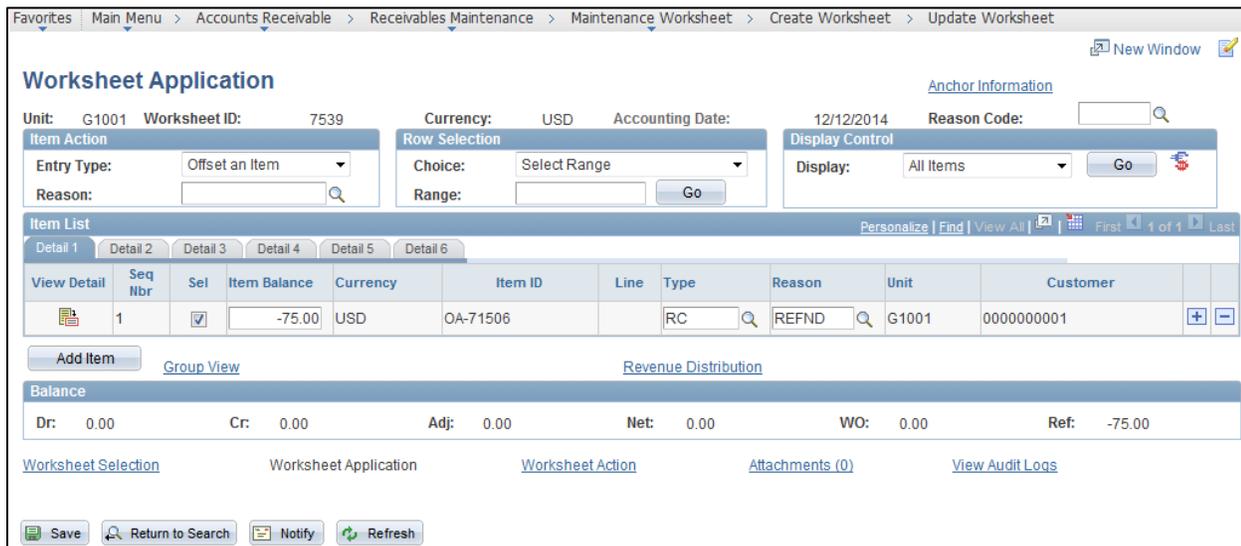
Step 3: Apply the Payment to the Customer Account on the Worksheet Application page

Next, complete the *Worksheet Application* page to specify the action that should be taken for the selected Items.

1. Default *Entry Types* have been applied to the worksheet that you will need to change for the refund. Complete the **Item List** section as follows:

Field Name	Field Description
Type	Select "RC" (Refund a Credit) for the <i>Type</i> field for the Items you want to refund, indicating what action will be taken when the worksheet is posted.
Reason	Select "REFND" (Refund). <i>Reason</i> codes in combination with <i>Entry Type</i> help determine what accounting entries will be created as the result of a transaction.
Sel	Click the Sel checkbox for each item you want to refund.

Note: Optionally, the **Item Action** section fields can be used to set the *Entry Type* and *Reason* for all the selected Items in the worksheet. This is most useful when there are multiple items on the list.



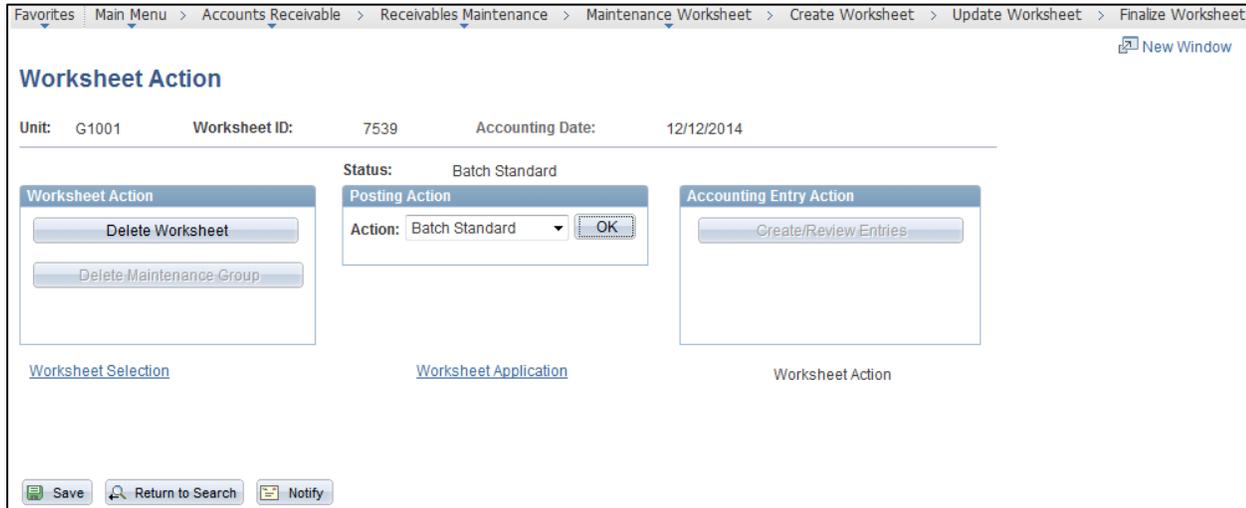
10. Click the **Save** button.

Step 4: Set the Worksheet Items for Posting on the Worksheet Action page

Next, use the *Worksheet Action* page to set the Items for posting.

1. Click on the *Worksheet Action* link.
2. **WARNING!** Make sure to select "Batch Standard" for the *Action* in the **Posting Action** section. If you leave the default "Do Not Post", the information entered will be saved, but the transaction will not be posted.
3. Click on the **OK** button.

4. Click on the **Save** button.



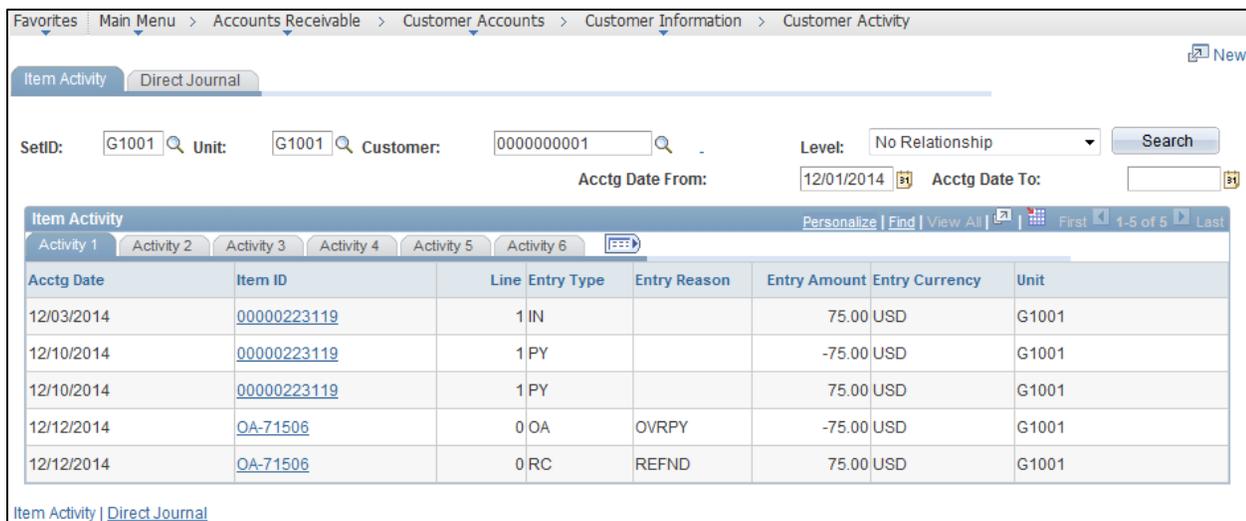
Note: the *Status* field now displays “Batch Standard”.

Step 5: Run the ARUpdate Manually or Wait for the Batch

WARNING! The ARUpdate process must be run before proceeding to the next step.

Although the ARUpdate process does run automatically several times a day, many agencies prefer to run the ARUpdate process manually so they can finish processing the refund.

1. Refer to the [“Running the ARUpdate Process”](#) topic for instructions on running the process manually.
2. After running the ARUpdate process, the refund should display on the *Customer’s Activity* page.



Step 6: Run the Receivable Refund Process Manually or Wait for the Nightly Batch

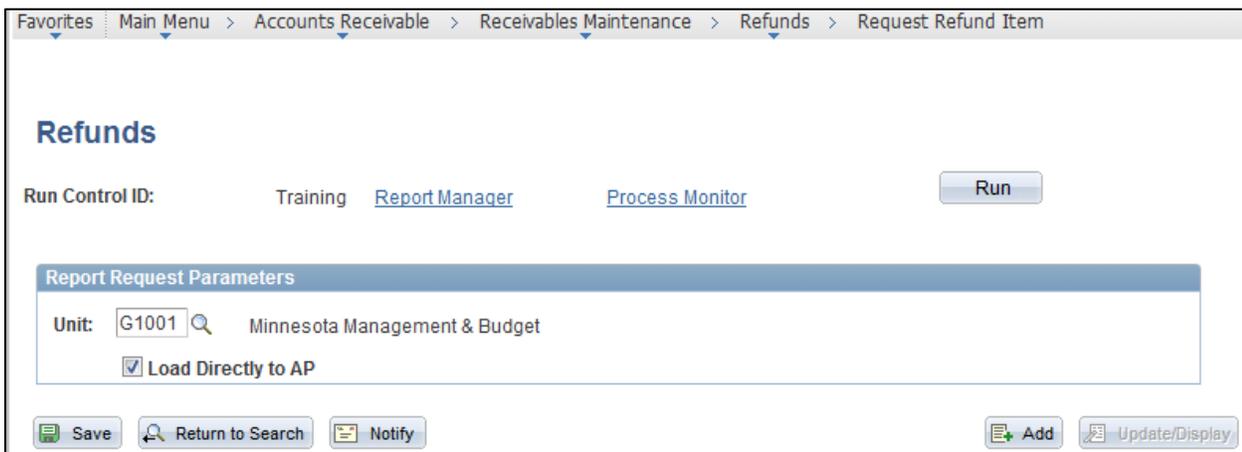
Next, the Receivable Refund process must be run to update the Voucher Staging tables.

Usually, because of separation of duties requirements, staff that run the processes are different from staff that create the refund worksheets. It is important for both groups to communicate to ensure that the requested number of refund items is processed successfully.

After the refunds have been processed in AR, the vouchers must be approved and processed by Accounts Payable staff in order for the customer refund to be paid.

Begin by navigating to the *Request Refund Item* page.

1. **Navigation Links:** Accounts Receivable, Receivables Maintenance, Refunds, Request Refund Item.
2. Use an existing *Run Control ID* or enter a new *Run Control ID*.
3. At the *Refunds* page, accept the default *Unit* or enter a *Unit*. (This is generally the same as your Business Unit.)
4. Click on the **Load Directly to AP** checkbox.



Favorites > Main Menu > Accounts Receivable > Receivables Maintenance > Refunds > Request Refund Item

Refunds

Run Control ID: Training [Report Manager](#) [Process Monitor](#)

Report Request Parameters

Unit: G1001 Minnesota Management & Budget

Load Directly to AP

5. Click on the **Save** button.
6. Click the **Run** button. The *Process Scheduler Request* page displays.
7. Accept the default process **AR_REFUND** and click on the **OK** button. You are returned to the *Refunds* page.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Refunds > Request Refund Item

Process Scheduler Request

User ID: TEST_TRN Run Control ID: Training

Server Name: Run Date: 12/12/2014

Recurrence: Run Time: 2:44:06PM

Time Zone:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	AR_REFUND	AR_REFUND	Application Engine	Web	TXT	Distribution

8. Note the Process Instance number and click on the **Process Monitor** link to ensure the process is successful.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Refunds > Request Refund Item > Process Monitor

Process List | [Server List](#)

View Process Request For

User ID: TEST_TRN Type: Last: 1 Days

Server: Name: Instance: to

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	11452010		Application Engine	AR_REFUND	TEST_TRN	12/12/2014 2:44:06PM CST	Success	Posted	Details
<input type="checkbox"/>	11452003		PSJob	ARUPDATE	TEST_TRN	12/12/2014 2:31:11PM CST	Success	Posted	Details
<input type="checkbox"/>	11451996		PSJob	ARUPDATE	TEST_TRN	12/12/2014 12:39:10PM CST	Success	Posted	Details
<input type="checkbox"/>	11451989		PSJob	ARUPDATE	TEST_TRN	12/12/2014 12:22:11PM CST	Success	Posted	Details
<input type="checkbox"/>	11451982		PSJob	DUNNINGA	TEST_TRN	12/11/2014 2:56:25PM CST	Success	Posted	Details

[Go back to Request Refund Item](#)

Process List | [Server List](#)

- Monitor for the Process Name "AR_REFUND" for the instance you ran. Click on the **Refresh** button every 30 seconds to ensure that the Run Status = Success and the Distribution Status = "Posted". Any other combination of results indicates that the process failed to run successfully.
- Click on the *Details* link to confirm the results of the Receivables Refund process. The *Process Detail* page displays. This page shows details about how the process ran in the system, and can be used to confirm that the process ran successfully or to determine the cause of errors.
- Click on the *Message Log* link. The *Message Log* page displays. This page shows a step-by-step breakdown of the actions performed during the process.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Receivables Maintenance](#) > [Refunds](#) > [Request](#)

Message Log

Process

Instance: 11452010 **Type:** Application Engine
Name: AR_REFUND **Description:** AR_REFUND

Severity	Log Time	Message Text	Explain
10	2:45:43PM	Start Receivables Refund Process	Explain
10	2:45:53PM	Selecting Refunds for Processing	Explain
10	2:45:54PM	Inserting refund row to Payables EC tables	Explain
10	2:45:55PM	Stop Receivables Refund Process	Explain
10	2:45:56PM	Report Repository URL is: http://reports.swift.state.mn.us:7181/SchedulerTransfer/fms91gq (63,68)	Explain
10	2:45:56PM	Transferred file: R:\psreports\FMS91GQ\20141212\10404818 VAE_AR_REFUND_11452010.log file size: 0KB (63,53)	Explain
10	2:45:56PM	File transfer successful. Success (63,52)	Explain
10	2:45:56PM	Successful Http Reply Code: 200 - OK (63,57)	Explain
	2:45:56PM	Published message with ID def8c942-823f-11e4-8016-daed48bdda4c to create entry in folder GENERAL.	Explain
	2:45:56PM	Successfully posted generated files to the report repository	Explain

[Return](#)

- The first row reads “Selecting Refunds for Processing” indicating that SWIFT was able to find refund items.
- The second row reads “Inserting refund row to Payables EC tables” indicating that SWIFT created payables items based on the refund items it found.

Note: There will be a row like this for each refund item that was processed. In this example there was only one item, so only one row was inserted. It is important to verify that the count in the Message Log matches the count of the number of refunds to be processed. This count is provided by the staff responsible for entering the refund worksheets.

If the process failed to find refund items, the rows described above will not be present in the *Message Log*. There could be several reasons for this:

- ARUpdate process was not run first, meaning there are no refund items for this process to find
- Process may have been run for the wrong Business Unit
- Posting Action was not changed to “Batch Standard” but left as “Do Not Post”
- Customer does not have a vendor number or one-time number was used instead of regular for an AR Item with multiple lines

Check for any possible reasons for the missed refund items first. Work internally with the staff that created the refund worksheets to troubleshoot the process. If you still believe the process should have found refund items but did not, please contact the SWIFT Help Desk and provide the Process Instance and reference information for the refund items, such as the *Worksheet ID* numbers or the Customer number.

Step 7: Communicate with the Accounts Payable

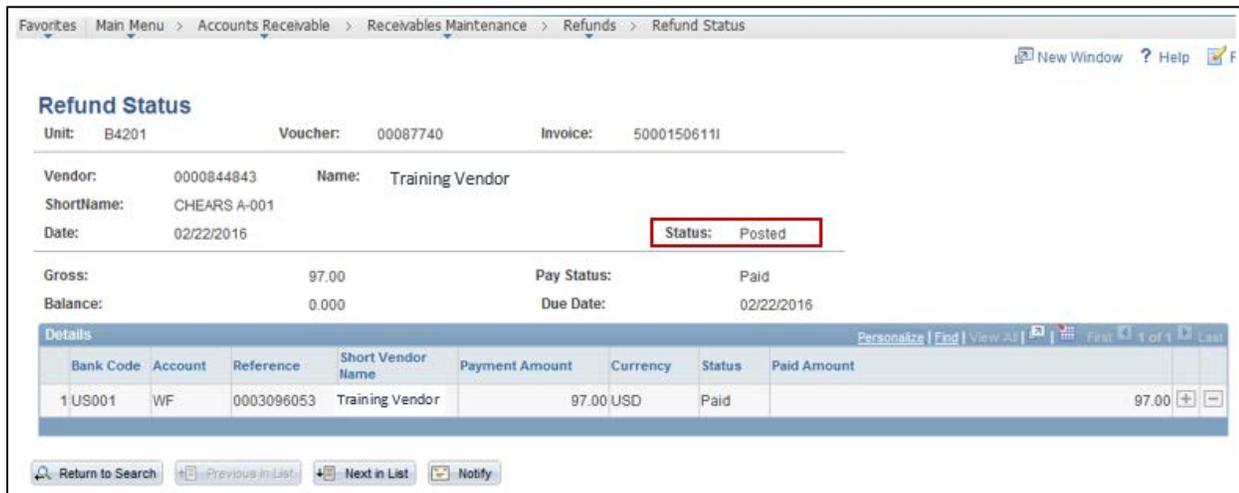
Be aware that this process creates vouchers in Accounts Payable but this does not mean the customer will get paid.

Although the refund processes are now complete in Accounts Receivable, the vouchers must be processed by Accounts Payable staff in order for the customer refund to be paid. This generally occurs the next day or after batch processes run. Follow agency procedures to authorize vendor payments and to verify and track payments based on the requested refunds.

- If you do not want tax to be calculated on the AP voucher refund, the AR staff must notify the AP staff that this transaction should be tax exempt. The AP staff will need to check the tax-exempt box on the Invoice Information tab of the voucher; otherwise tax will be calculated based on the tax code used.
- You should remove the Vendor ID from your customer after your refund is processed so that another agency can process a refund for that vendor.

After the refund is processed in Accounts Payable, you can view Refund information on the following pages:

- **Navigation Links:** Accounts Receivable, Receivable Maintenance, Refund Status. Information displayed on this page will differ depending on whether the payment was made by check or electronically.



Refund Status

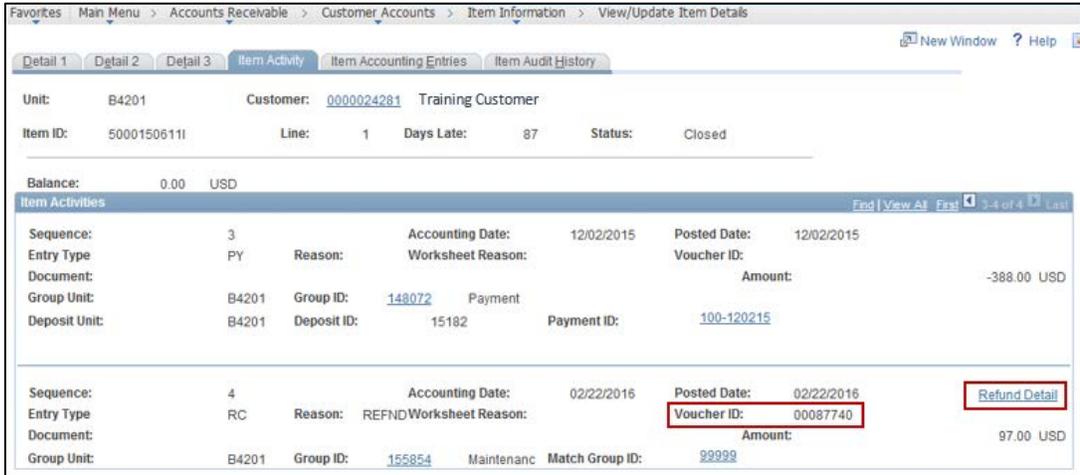
Unit: B4201 Voucher: 00087740 Invoice: 50001506111

Vendor: 0000844843 Name: Training Vendor
ShortName: CHEARS A-001
Date: 02/22/2016 Status: Posted

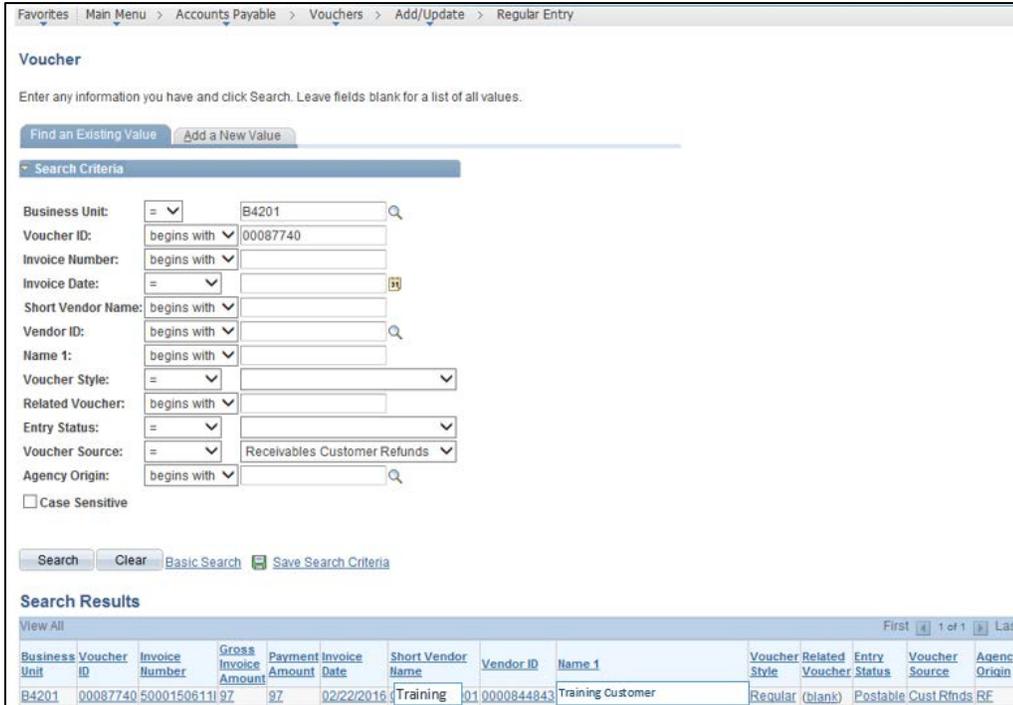
Gross: 97.00 Pay Status: Paid
Balance: 0.000 Due Date: 02/22/2016

Bank Code	Account	Reference	Short Vendor Name	Payment Amount	Currency	Status	Paid Amount
1 US001	WF	0003096053	Training Vendor	97.00	USD	Paid	97.00

- **Navigation Links:** Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details, Item Activity tab. The Voucher ID displays on the Refund Activity. The Refund Detail link brings you to the Refund Status page shown previously.



- If you have the role, you can also view the voucher information in Accounts Payable. **Navigation Links:** Accounts Payable, Vouchers, Add/Update, Regular Entry. (Tip: Search with Voucher Source = Receivables, Customer Refunds).



Business Unit	Voucher ID	Invoice Number	Gross Invoice Amount	Payment Amount	Invoice Date	Short Vendor Name	Vendor ID	Name 1	Voucher Style	Related Voucher	Entry Status	Voucher Source	Agency Origin
B4201	00087740	50001506111	97	97	02/22/2016	Training	010000844843	Training Customer	Regular	(blank)	Postable	Cust Rfnds RE	

Having completed this topic, you should now be able to:

- Process Refunds

Transferring an Item to a Different Customer

Topic Overview

WARNING! This is a system feature that can be used to transfer items from one customer to another customer within the same Business Unit. It is not recommended for use with external customers, and, before using this process for interagency customers, consider the following:

- Unlike the Billing Module's Credit and Rebill process, the Transfer Worksheet process does not include the ability to generate an invoice for the state agency customer who receives the transferred Item. Also, you will not have the detailed credit/rebill system documentation for historic/audit purposes.
- If you have security roles in more than one Business Unit within an agency, you can't create a Transfer Worksheet that involves multiple Business Units. For example, you can't create a Transfer Worksheet that takes an item from Business Unit G0201 to Business Unit G0202. It must remain in the same Business Unit G0201 to G0201.
- The Transfer Worksheet process does not provide an opportunity to change the ChartFields where the money is deposited.

After completing this topic, you should be able to:

- Transfer an Item to a Different Customer

Process Steps

Create a Transfer Worksheet

This topic covers how to create a transfer worksheet.

Steps to complete:

- Step 1: Create a Transfer Worksheet and Select Criteria for the Item(s) to Transfer
- Step 2: Select the Customer that the Item will be Transferred to on the Worksheet Application page
- Step 3: Set the Worksheet Item(s) for Posting on the Worksheet Action page

Step 1: Create a Transfer Worksheet and Select Criteria for the Item(s) to Transfer

Begin by navigating to the *Create Worksheet* page.

1. **Navigation Links:** Accounts Receivable, Receivable Maintenance, Transfer Worksheet, Create Worksheet.
2. Select the **Add a New Value** tab.
3. Accept the default *Worksheet Business Unit* or enter a *Business Unit*.
4. Accept the default "NEXT" for the *Worksheet ID* and the system will automatically assign the next number available when the worksheet is saved.
5. Click the **Add** button. The *Transfer Selection* page displays.
 - You can select Items by customer using the fields in the **Customer Criteria** section or by Item using fields in the **Reference Criteria** section. You can also use the Customer and Reference Criteria sections in combination.
6. Optionally, enter information in the **Customer Criteria** section.

Field Name	Field Description
Customer Criteria	The default is "None". Accept the default to allow the broadest search. Other options available in the drop-down list allow you to restrict the type of items searched to "Corporate Items," "Customer Items," or "Remit From Items".
Customer ID	Enter the <i>Cust ID</i> or click on the Lookup to search for and select a Customer.
Business Unit	Accept the <i>Business Unit</i> default or enter a <i>Business Unit</i> . Note: once you select the <i>Business Unit</i> , SWIFT populates the other fields in the Customer Reference section.

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Transfer Worksheet > Create Worksheet

New Window

Transfer Selection

Unit: G1001 Transfer ID: NEXT

Customer Options

*Customer Criteria: None Customer Reference Find | View All | First | 1 of 1 | Last

Cust ID: Business Unit: + -

Name:

Remit SetID: Remit From:

Corporate SetID: Corporate:

Reference Options

*Reference Criteria: Specific Value Reference Information Personalize | Find | View 3 | First | 1 of 1 | Last

*Restrict to: All Customers

*Match Rule: Exact Match

Qual Code	Reference	Range for Reference Value
<input type="text"/>	<input type="text"/> 990000022	<input type="text"/> + -

Item Inclusion Options

All Items Deduction Items Only Items in Dispute Only

Exclude Deduction Items Exclude Collection Items Exclude Dispute Items

Worksheet Action

Build Clear Created Date/Time: Items: 0

Build Doubtful

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

Save Notify Add Update/Display

- Optionally, use the **Reference Criteria** section to specify which items will be selected when you build the worksheet.
 - In this example, Reference Criteria is entered on the worksheet.

Field Name	Field Description
*Reference Criteria	Must = "Specific Value".
Qual Code	Select "I - Item".
Reference	Enter the Item for the Transfer or click on the Lookup to search for the Item.
*Restrict to	Accept the default "All Customers".
*Exact Match	Accept the default "Exact Match".

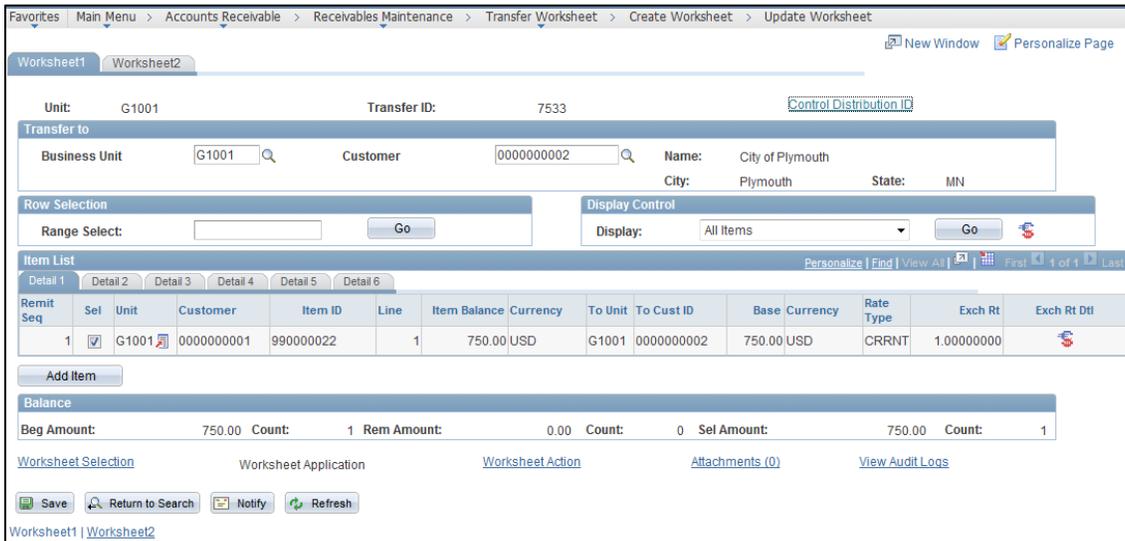
- Optionally, use the **Item Inclusion Options** section to indicate whether certain types of items will be included or excluded from the worksheet.
- After setting your criteria, click the **Build** button. The *Worksheet1* page displays. The Item identified in the **Reference Criteria** section of the *Worksheet Selection* page displays in the Item Listing. The *Transfer ID* has been assigned by the system.

Note: The **Build Doubtful** option is not used in Minnesota.

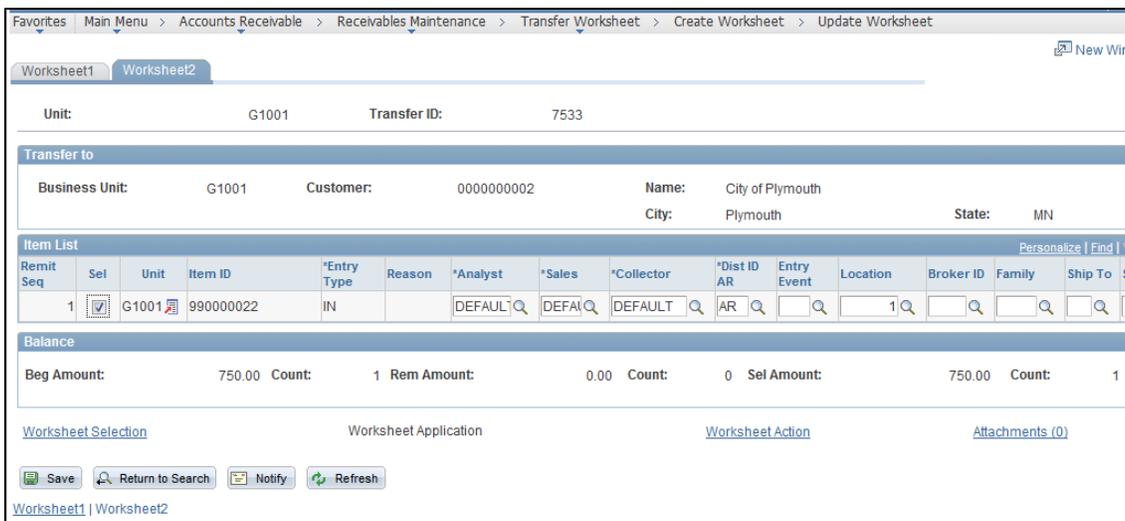
Step 2: Select the Customer that the Item will be transferred to on the Worksheet Application page

Next, use the *Worksheet1* page to indicate the "Transfer To" Business Unit and Customer that will receive the item(s).

1. Accept the default *Business Unit* or enter a *Business Unit*.
Note: you cannot transfer from one Business Unit to another.
2. Enter the *Customer ID* or click on the **Lookup** to search for and select the *Customer ID*.



3. Click on the **Worksheet2** tab.
4. Click on the **Sel** (Select) box confirming the transfer transaction.

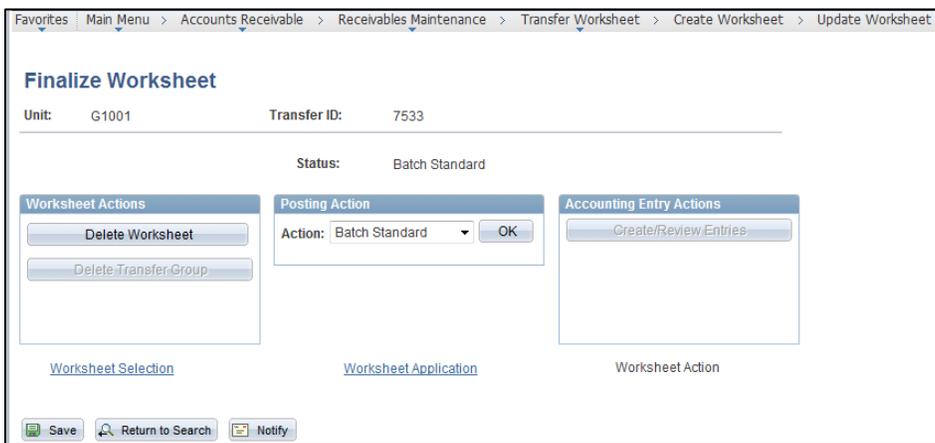


5. Click the **Save** button.

Step 3: Set the Worksheet Item(s) for Posting on the Worksheet Action page

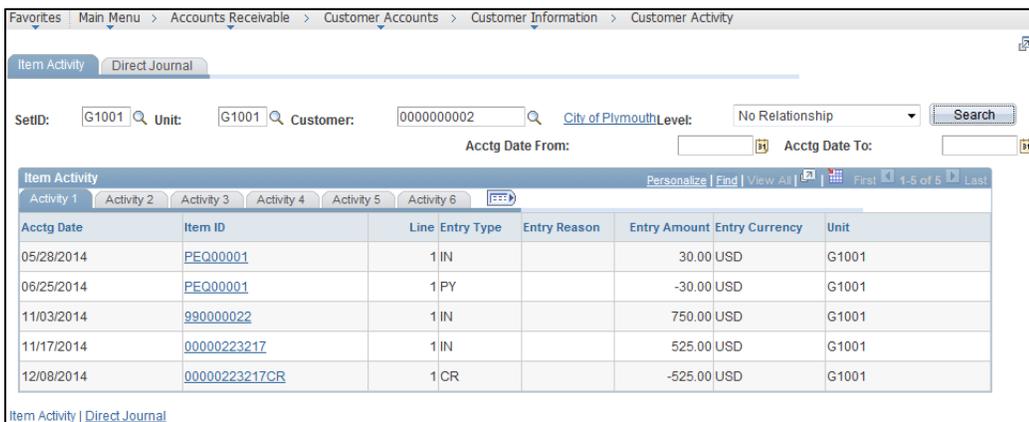
Next, use the *Worksheet Action* page to set the Item(s) for posting.

1. Click on the *Worksheet Action* link.
2. **WARNING!** Make sure to select **"Batch Standard"** for the *Action* in the **Posting Action** section. If you leave the default "Do Not Post", the information entered will be saved, but the transaction will not be posted.
3. Click on the **OK** button.
4. Click on the **Save** button.



Note: the *Status* field now displays "Batch Standard".

The transaction included on this worksheet will be picked up the next time the ARUpdate process runs and will be posted to the customers' account.



Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
05/28/2014	PEQ00001	1	IN		30.00	USD	G1001
06/25/2014	PEQ00001	1	PY		-30.00	USD	G1001
11/03/2014	990000022	1	IN		750.00	USD	G1001
11/17/2014	00000223217	1	IN		525.00	USD	G1001
12/08/2014	00000223217CR	1	CR		-525.00	USD	G1001

Having completed this topic, you should now be able to:

- Transfer an Item to a Different Customer

Updating Item Details to Place Items in Dispute or Collection

Topic Overview

You can place Items in Dispute or Collections by updating the *View/Update Detail* page for the item. When you place an item in Dispute or Collections, overdue charges will no longer be calculated for the item.

Upon completion of this topic, you should be able to:

- Navigate to View/Update Details page for the Item
- Place Item in Dispute
- Place Item in Collections
- Add a Conversation

Process Steps

Update Item Details

This topic covers updating Item Details in the Accounts Receivable module. The only updates that should be made to Items are described in this topic.

Steps to complete:

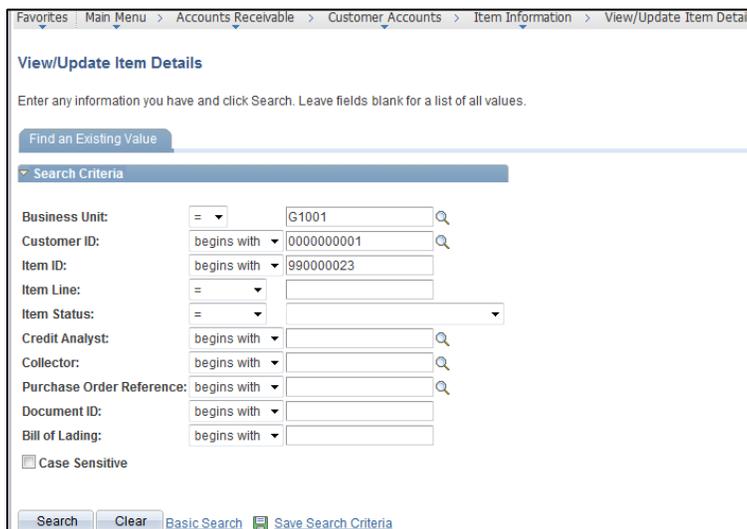
- Step 1: Navigate to View/Update Details page for the Item
 - Option 1: Place Item in Dispute
 - Option 2: Place Item in Collections
 - Option 3: Add a Conversation

Step 1: Navigate to View/Update Details page for the Item

Begin by navigating to the *View/Update Item Details* page to search for the Item to update.

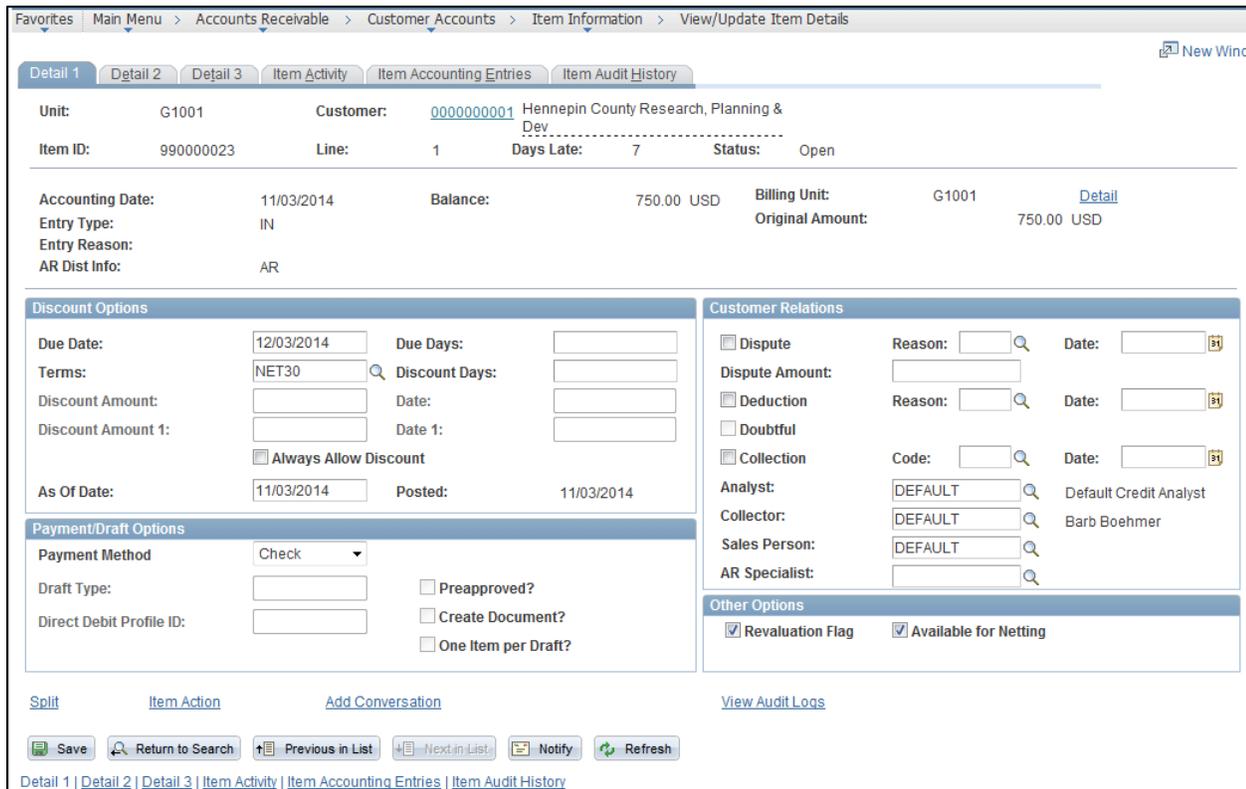
1. **Navigation Links:** Accounts Receivable, Customer Accounts, Item Information, View/Update Item Details.
2. On the *View/Update Item Details* page, enter the search criteria as described below:

Field	Description
Business Unit	Accept the default <i>Business Unit</i> or select a different <i>Business Unit</i> .
Customer ID	Enter the <i>Customer ID</i> or click on the Lookup button to search for and select a <i>Customer ID</i> .
Item ID	Enter an <i>Item ID</i> or search for and select an <i>Item ID</i> .



The screenshot shows the 'View/Update Item Details' search interface. It includes a breadcrumb trail: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details. Below the breadcrumb is a search instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There is a 'Find an Existing Value' button. A 'Search Criteria' section is expanded, showing various search fields: Business Unit (dropdown), Customer ID (text input with 'begins with' dropdown and search icon), Item ID (text input with 'begins with' dropdown and search icon), Item Line (dropdown), Item Status (dropdown), Credit Analyst (text input with 'begins with' dropdown and search icon), Collector (text input with 'begins with' dropdown and search icon), Purchase Order Reference (text input with 'begins with' dropdown and search icon), Document ID (text input with 'begins with' dropdown and search icon), and Bill of Lading (text input with 'begins with' dropdown and search icon). A 'Case Sensitive' checkbox is also present. At the bottom are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.

3. Click the **Search** button.
4. If more than one Item displays in the **Search Results** section, click on the link for the Item you want to update. The *Detail 1* page displays.



The screenshot shows the 'Detail 1' page for an item. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details. The page has tabs for Detail 1, Detail 2, Detail 3, Item Activity, Item Accounting Entries, and Item Audit History. The main content area displays item information: Unit: G1001, Customer: 000000001 Hennepin County Research, Planning & Dev, Item ID: 990000023, Line: 1, Days Late: 7, Status: Open. Accounting Date: 11/03/2014, Balance: 750.00 USD, Billing Unit: G1001, Original Amount: 750.00 USD. Entry Type: IN, Entry Reason: AR Dist Info: AR. There are sections for Discount Options, Customer Relations, Payment/Draft Options, and Other Options. The Customer Relations section includes checkboxes for Dispute, Deduction, and Doubtful, along with fields for Reason, Date, and Dispute Amount. The Other Options section has checkboxes for Revaluation Flag and Available for Netting. At the bottom, there are navigation buttons: Split, Item Action, Add Conversation, View Audit Logs, Save, Return to Search, Previous in List, Next in List, Notify, and Refresh.

Option 1: Place an Item in Dispute

To place an Item in Dispute:

1. Complete the **Customer Relations** section as follows:

Field	Description
Dispute	Click on the <i>Dispute</i> checkbox.
Reason	You will select a predetermined <i>Reason</i> code. Click on the Lookup button and select a <i>Reason</i> code.
Date	After selecting the <i>Reason</i> , the <i>Date</i> is automatically populated with the current date of the transaction. Accept this date or enter a different date.
Disputed Amount	After selecting the <i>Reason</i> , the <i>Disputed Amount</i> defaults to the total Item amount. Accept this amount or enter a different amount.

Customer Relations			
<input checked="" type="checkbox"/> Dispute	Reason: PRI	Date: 12/10/2014	
Dispute Amount:	750.00		
<input type="checkbox"/> Deduction	Reason:	Date:	
<input type="checkbox"/> Doubtful			
<input type="checkbox"/> Collection	Code:	Date:	
Analyst:	DEFAULT	Default Credit Analyst	
Collector:	DEFAULT	Barb Boehmer	
Sales Person:	DEFAULT		
AR Specialist:	ARSPFS1	Patty Fischer	

- Click the **Save** button. Overdue charges will no longer be calculated for the item.
Note: The Deduction checkbox, reason and date fields are not used in Minnesota.

Option 2: Place Item in Collection

To place an Item in Collection:

- Complete the **Customer Relations** section as follows

Field	Description
Collection	Click on the <i>Collection</i> checkbox.
Collection Date	After clicking on the Collection checkbox, the <i>Collection Date</i> is automatically populated with the current date of the transaction. Accept this date or enter a different date.
Code	You will select a predetermined <i>Collection</i> code. Click on the Lookup button and select a <i>Collection</i> code.

Customer Relations			
<input type="checkbox"/> Dispute	Reason:	Date:	
Dispute Amount:			
<input type="checkbox"/> Deduction	Reason:	Date:	
<input type="checkbox"/> Doubtful			
<input checked="" type="checkbox"/> Collection	Code: 01	Date: 12/10/2014	
Analyst:	DEFAULT	Default Credit Analyst	
Collector:	DEFAULT	Barb Boehmer	
Sales Person:	DEFAULT		
AR Specialist:	ARSPFS1	Patty Fischer	

- Optionally, click in the *Add a Conversation* link at the bottom of the page and add a conversation. (See Option 3 for instructions.)

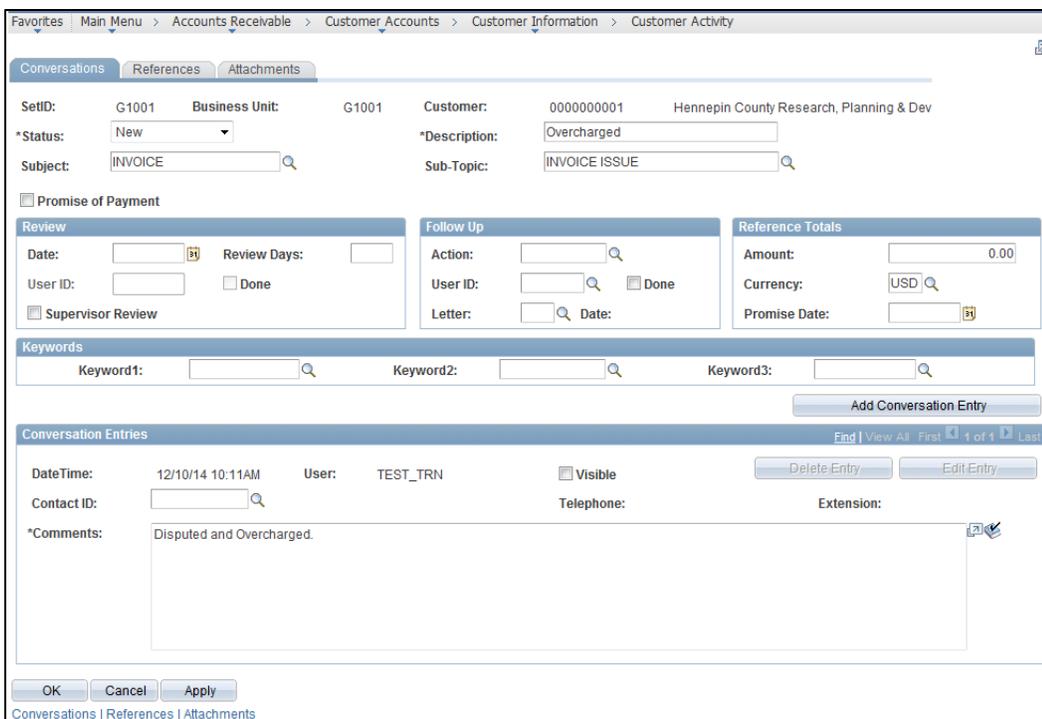
3. Click the **Save** button. Overdue charges will no longer be calculated for the item.

Option 3: Add/Update a Conversation

The conversation documentation you create remains on the customer's account. To Add/Update a Conversation:

1. Click the *Add Conversation* link. The *View/Update Conversation* page displays.
2. The **Add a New Value** tab is automatically selected and the *SetID*, *Business Unit* and *Customer ID* information has defaulted in to the fields.
3. Optionally, click on the **Existing Value** tab to search for and select an existing conversation to update, or click the **Add** button. The *Conversations* page displays.
4. Add/update **Conversations header** information for the item as described below.

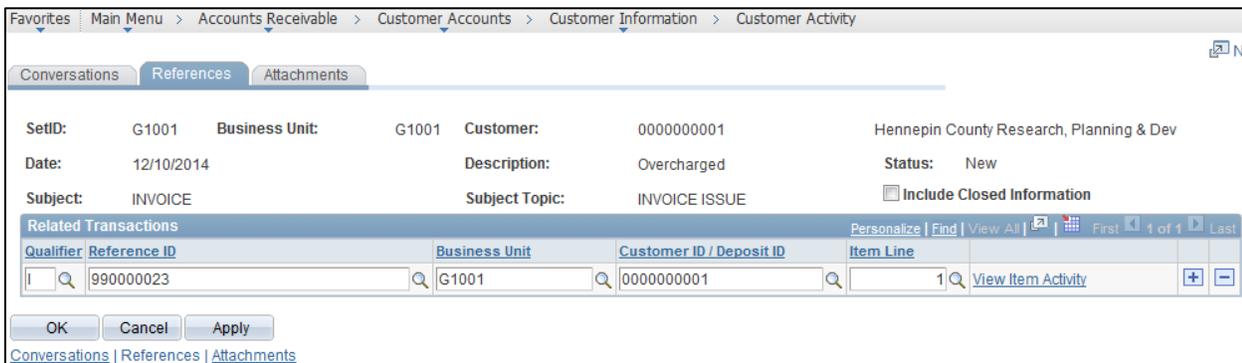
Field	Description
*Status	Select a <i>Status</i> from the drop-down menu. Options include: New, Open and Closed.
Subject	The <i>Subject</i> field is used to provide a categorization of the conversation. Click on the Lookup to select a <i>Subject</i> . Options include "Invoice" and "Payment".
Sub-Topic	The <i>Sub-Topic</i> field is used to provide a more detailed categorization of the conversation. Click the Lookup button and select a <i>Sub-Topic</i> . Options include "Invoice Issue" and "Payment Issue".
*Description	Use the <i>Description</i> field to specify the purpose of this conversation.



5. Add/update the **Conversation Entries** section as described below.

Field	Description
Contact ID	<p>There is limited use of the Contact ID in Minnesota at this time.</p> <p>If a <i>Contact ID</i> has been entered for the person you spoke with and related to the customer, you can use the Lookup to search for and select the contact. If a <i>Contact ID</i> is selected, the system automatically populates the Telephone/Extension information if it was entered when creating the contact.</p> <p>If a <i>Contact ID</i> has not been entered, you could enter the customer contact information in the <i>Comments</i> field.</p>
*Comments	<p>Click into the <i>Comments</i> field to log the conversation information you want to retain for your records. Do not enter private data into this field.</p>

6. Optionally, view the **References** tab where the related *Item ID* is noted.



The screenshot shows the 'References' tab in the SWIFT Accounts Receivable system. The breadcrumb trail is: Favorites > Main Menu > Accounts Receivable > Customer Accounts > Customer Information > Customer Activity. The 'References' tab is active, showing details for a conversation entry. The entry details are: SetID: G1001, Business Unit: G1001, Customer: 0000000001, Date: 12/10/2014, Description: Overcharged, Status: New, Subject: INVOICE, Subject Topic: INVOICE ISSUE. There is an 'Include Closed Information' checkbox. Below the details is a 'Related Transactions' table with columns: Qualifier, Reference ID, Business Unit, Customer ID / Deposit ID, and Item Line. The table contains one row: Qualifier: |, Reference ID: 990000023, Business Unit: G1001, Customer ID / Deposit ID: 0000000001, Item Line: 1. There are search icons and a 'View Item Activity' link for the item line. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

7. Click on the **OK** button to save your conversation.

Having completed this topic, you should now be able to:

- Navigate to View/Update Details page for the Item
- Place Item in Dispute
- Place Item in Collections
- Add a Conversation



Lesson Summary

Maintaining SWIFT Receivables is the process of keeping accounts receivable balances as accurate as possible. This lesson included instructions for performing AR Account Maintenance of customer accounts.

After completing this lesson, you should now be able to:

- Apply Credit Bills or On Account Amounts (Offsetting Debits and Credits)
- Write-off an AR Item
- Process Refunds
- Create a Transfer Worksheet
- Update Item Details

Lesson 5: AR Integration

Lesson Overview

The Receivable Update (ARUpdate) process is the posting process in the Accounts Receivable module. When the ARUpdate process runs, the system processes groups of pending items to update customer balances for items charged, adjustments made, and for payments received. This process also creates and validates the accounting entries that the journal generator uses to create journal entries for posting to the general ledger in the overnight batch. The ARUpdate process runs automatically 3-4 times a day or you can run it manually. This lesson includes instructions for running the ARUpdate process manually.

You will also learn how to view information about the posting status of the group and the items included in the group. The term "posting" is used differently than posting to the General Ledger. For AR items, "posting" means the item has been budget-checked and the ARUpdate process run, which picked up the item and put it on customer account.

The ARUpdate process may also generate errors that will need to be corrected before a "group" can be posted.

After completing this lesson, you should be able to:

- Run the ARUpdate Process
- Verify the Posting Status
- Run Searches and Queries to Check for Posting Errors
- Correct Posting Errors
- Set Pending Items to Post

Running the ARUpdate Process

Topic Overview

The posting process in SWIFT Accounts Receivables is called Receivable Update (ARUpdate). Running this process updates customer balances in the system for transactions involving customer accounts. It updates customer balances for items charged, adjustments, and payments. This process also creates the accounting entries that the Journal Generator uses to transfer information to the General Ledger in the overnight batch.

The ARUpdate process runs automatically 3-4 times a day. This topic covers running the ARUpdate process manually.

After completing this topic, you should be able to:

- Run the ARUpdate Process

Process Steps

Run the ARUpdate Process

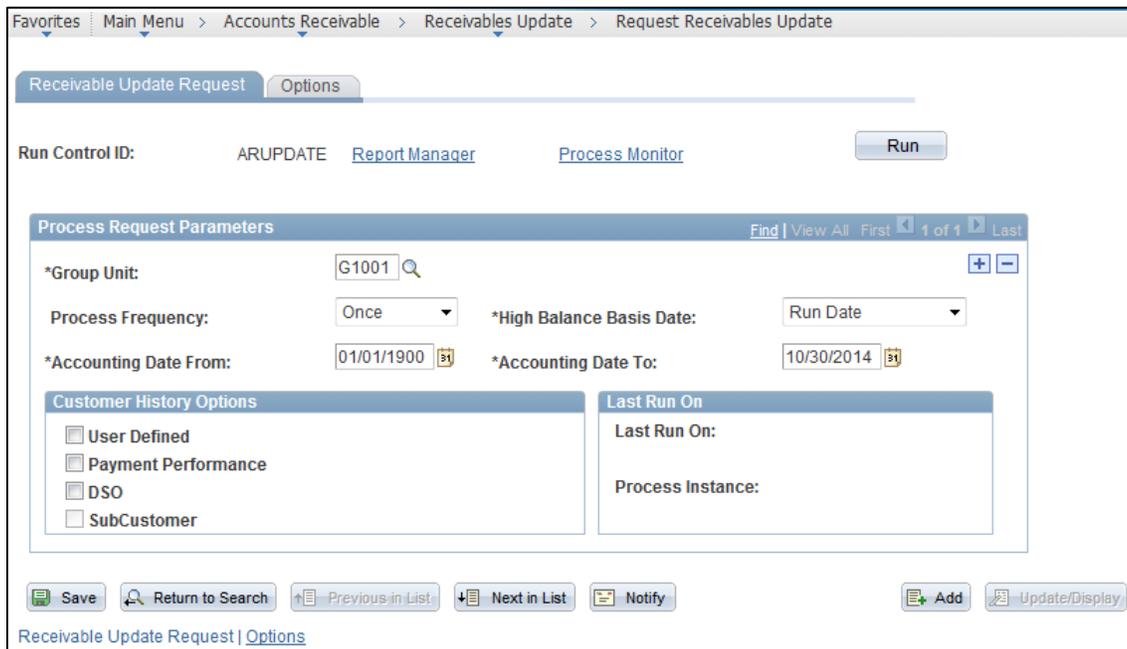
This topic covers running the ARUpdate process manually. Running the ARUpdate process updates customer accounts and prepares accounting entries that will be used to update the General Ledger. The ARUpdate process runs automatically 3-4 times a day.

Steps to complete:

Step 1: Run the Request Receivables Update Process (ARUpdate)

Begin by navigating to the *Request Receivables Update* page.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Request Receivables Update.
2. Select an existing *Run Control ID* or add a new *Run Control ID* for the ARUpdate process.

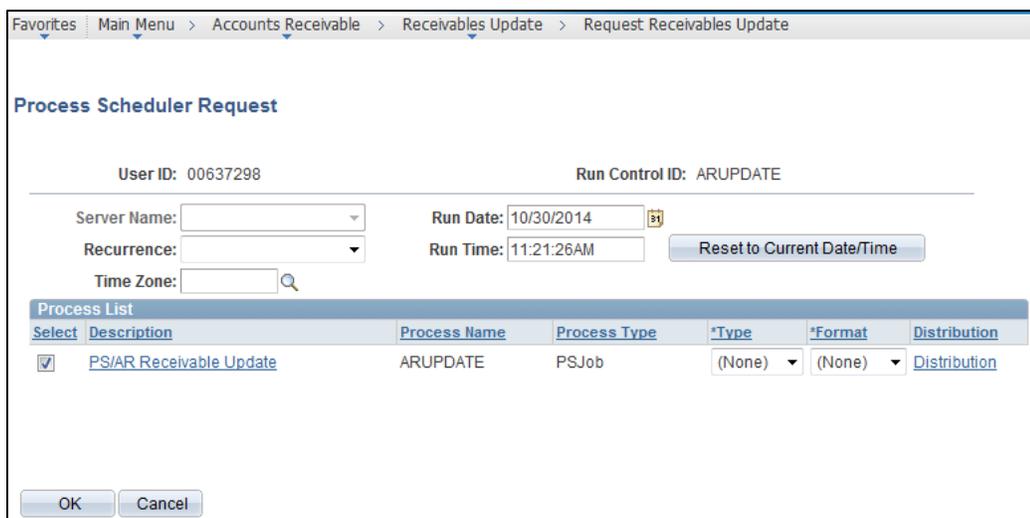


3. At the *Receivable Update Request* page, enter the request parameters as described below.

Field Name	Field Description
*Group Unit	Accept the default <i>Group Unit</i> or enter a <i>Group Unit</i> . This is usually the same as your <i>Business Unit</i> .
*Process Frequency	WARNING! Select "Always".
High Balance Basis Date	This field is not used in Minnesota.

Field Name	Field Description
*Accounting Date From	Accept the default date of "01/01/1900 or enter a From Date field. If you leave the default date, all transactions that are available will be processed. Generally, you should use the default date. If you enter the <i>Accounting Date From</i> and <i>Accounting Date To</i> fields, only transactions with accounting dates that fall within the range selected in these fields will be included in the ARUpdate process.
*Accounting Date To	Verify the <i>To Date</i> and enter a new date if desired. You should always check the value that defaults in the <i>Accounting Date To</i> field. When you first create a <i>Run Control ID</i> , this field defaults to the current date. If you use a previously created <i>Run Control ID</i> , this field will default to the date used when the existing <i>Run Control ID</i> was last saved. The date in this field determines which transactions will be included when the ARUpdate process runs. Generally you should use the current date.
Customer History Options	These options are not being used in Minnesota.
Last Run On Section (display only)	The fields in the Last Run On section indicate the date on which the process was last run using the current <i>Run Control ID</i> and the Process Instance number that was generated when the process was last run.

- Click on the **Save** button.
Note: You will not need to do entries on the **Options** tab.
- Click on the **Run** button to start the processing. The *Process Scheduler Request* page appears.



- Accept the default selection "**PS/AR Receivable Update**" and click the **OK** button.
- Click on the *Process Monitor* Link. The *Process List* page displays.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Request Receivables Update > Process Monitor

Process List | **Server List**

View Process Request For

User ID: [XXXXXXXX] Type: [] Last: [] [] 1 Days [] Refresh

Server: [] Name: [] Instance: [] to []

Run Status: [] Distribution Status: [] Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	12218357		PSJob	ARUPDATE	00637298	10/30/2014 11:21:26AM CDT	Processing	N/A	Details
<input type="checkbox"/>	12218332		PSJob	BJJOB03K	00637298	10/30/2014 11:10:49AM CDT	Success	Posted	Details

Go back to Request Receivables Update

Save Notify

Process List | **Server List**

8. Click on the **ARUPDATE** link for the ARUpdate process that you ran.
Note: It is best practice to click on the process link to refresh rather than remaining on this page. That way, if there are any warnings, you will see which job has the problem.
9. At the *Process Detail* page, view whether the process was successful. You can click on the **Refresh** button to refresh the page.

Favorites | Main Menu > PeopleTools > Process Scheduler > Process Monitor

Process Detail

Process Name: ARUPDATE Refresh

Main Job Instance: 11452028

Left | Right

- [11452028 - ARUPDATE Success](#)
- [11452029 - AR_UPDATE Success](#)
- [11452030 - AR_PGG Success](#)
- [11452033 - AR_PGG1 Success](#)
- [11452031 - AR_POST Success](#)
- [11452034 - AR_POST1 Success](#)
- [11452032 - AR_UPDATE2 Success](#)

Return

10. You should review the messages supplied by the processes to make sure that the ARUpdate process picked up on transactions to process. For example,
 - a. Click on the underlying page icon for the AR_POST process to reveal the AR_POST1 process.
 - b. Click on the *AR_POST1* link.

- c. Click on the *Message Log* link. In this example, one group for one customer was selected and none were rejected.

Favorites | Main Menu > PeopleTools > Process Scheduler > Process Monitor

Message Log

Process

Instance: 11452034 Type: Application Engine
Name: AR_POST1 Description: PS/AR Posting

Personalize | Find | View All | First 1-16 of 16 Last

Severity	Log Time	Message Text	Explain
10	1:47:37PM	Phase I - Building Work Tables	Explain
10	1:47:37PM	1 Groups Selected	Explain
10	1:47:40PM	1 Row(s) Processed	Explain
10	1:47:43PM	1 Customers will be affected in 1 Business Units	Explain
10	1:47:44PM	1 Transactions Selected(0 Affecting Existing Items, 1 Creating New Items)	Explain
10	1:47:44PM	0 Transactions rejected	Explain
10	1:47:46PM	1 Transactions affecting 1 Items (0 Existing, 1 New, 0 Errs) Selected	Explain
10	1:47:46PM	1 Items to be processed, 1 New, 0 Existing	Explain
10	1:47:47PM	Phase II - Database Update	Explain
10	1:47:52PM	1 Groups with 1 Transactions affecting 1 Items of 1 Customers Processed	Explain

If you receive a "No Success" or "Error" status, contact the SWIFT Helpdesk for assistance.

Having completed this topic, you should now be able to:

- Run the ARUpdate Process

Verifying the Posted Status

Topic Overview

In this topic, you will be able to view information about the posting status of the group and the items included in the group.

For this topic, the term "posting" is used differently than posting to the General Ledger. For AR items, "posting" means the item has been budget-checked and the ARUpdate process run, which picked up the item and put it on customer account.

After completing this topic, you should be able to:

- Verify Posting Status

Process Steps

Verify the Posted Status

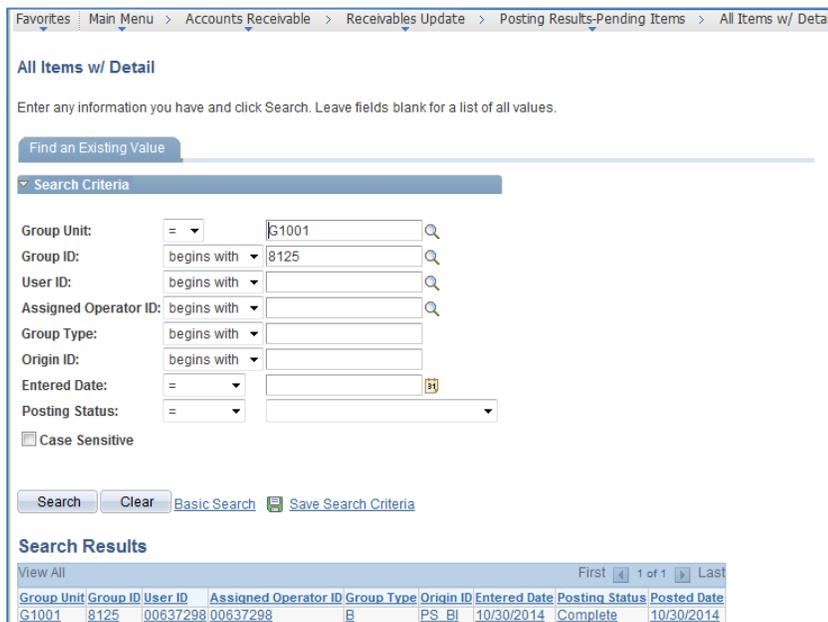
In this topic you will search for and verify the *Posting Status* for items that have been run through the ARUpdate process.

Steps to complete:

Step 1: Navigate to the All Items with Details page and view information

Begin by navigating to the *All Items w/Detail* search page.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Posting Results – Pending Items.
2. At the *All Items w/Detail* page, enter the applicable search criteria as described below.



Search Criteria

Group Unit: = [G1001]

Group ID: begins with [8125]

User ID: begins with []

Assigned Operator ID: begins with []

Group Type: begins with []

Origin ID: begins with []

Entered Date: = []

Posting Status: = []

Case Sensitive

Search Clear Basic Search Save Search Criteria

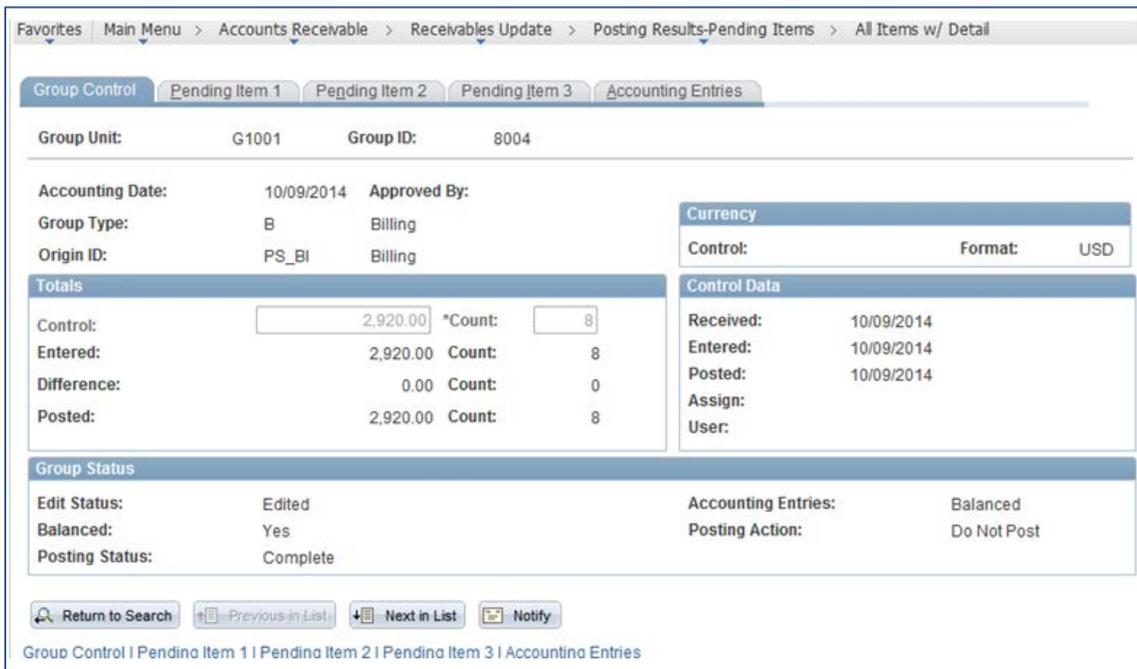
Search Results

Group Unit	Group ID	User ID	Assigned Operator ID	Group Type	Origin ID	Entered Date	Posting Status	Posted Date
G1001	8125	00637298	00637298	B	PS BI	10/30/2014	Complete	10/30/2014

Field Name	Field Description
Group Unit	Accept the default <i>Group Unit</i> or enter a <i>Group Unit</i> . This is usually the same as the Business Unit.
Group ID	Invoices run through ARUpdate as a group and automatically receive a generated <i>Group ID</i> . If you enter a <i>Group ID</i> , the search results will include information for that group. If you leave this field blank, the search results will include all groups within the selected <i>Group Unit</i> .
User ID	The <i>User ID</i> of the person who ran the ARUpdate process.
Assigned Operator ID	Usually the <i>User ID</i> of the person who ran the ARUpdate process with that <i>Run Control ID</i> .

Field Name	Field Description
Group Type	<i>Group Type</i> options include: B – Billing F – Overdue Charges M – Maintenance
Origin ID	<i>Origin ID</i> include: -PS_BI (Billing) -PS_AR (Accounts Receivable)
Entered Date	The date the deposit was entered or the maintenance transaction was built.
Posted Date	You can use the <i>Posted Date</i> field to limit search results to items posted to the customer’s account on a specific day or within a range of dates.

3. Click on the **Search** button.
4. Click on an entry in the *Search Results* Listing. The *All Items w/ Detail* page displays. This page is for viewing only.

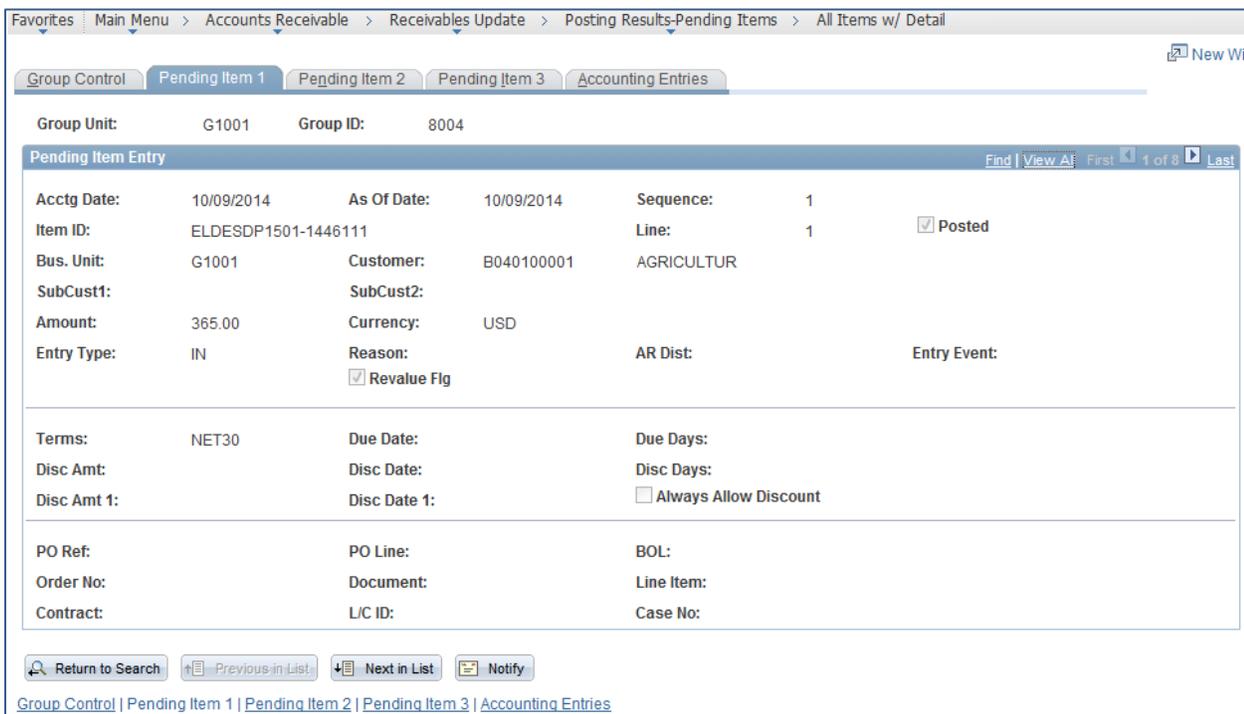


The **Group Control** tab displays the information described below:

Section	Fields to Note
Header	Displays the <i>Accounting Date</i> , <i>Group Type</i> , and <i>Origin ID</i> .

Section	Fields to Note
Totals	The Totals section displays information about the Group. Control – the total amount of the items included in the group Count – the number of items in the group Posted – the amount posted
Group Status	The Group Status section displays status information for the group. In this example, the group has been “Edited”, it balanced, the “Posting Status” is “Complete” and the “Accounting Entries” balanced.
Control Data	The Control Data section shows dates of interest for the item, and the User ID for the person who created it and monitored it.
Currency	You may ignore the Currency section since the State of Minnesota will only be using U. S. dollars for currency.

5. Click on the **Pending Item 1** tab.



Favorites | Main Menu > Accounts Receivable > Receivables Update > Posting Results-Pending Items > All Items w/ Detail

Group Control | **Pending Item 1** | Pending Item 2 | Pending Item 3 | Accounting Entries

Group Unit: G1001 Group ID: 8004

Pending Item Entry Find | View All | First 1 of 8 Last

Acctg Date: 10/09/2014 As Of Date: 10/09/2014 Sequence: 1
 Item ID: ELDESDP1501-1446111 Line: 1 Posted
 Bus. Unit: G1001 Customer: B040100001 AGRICULTUR
 SubCust1: SubCust2:
 Amount: 365.00 Currency: USD
 Entry Type: IN Reason: AR Dist: Entry Event:
 Revalue Flg

Terms: NET30 Due Date: Due Days:
 Disc Amt: Disc Date: Disc Days:
 Disc Amt 1: Disc Date 1: Always Allow Discount

PO Ref: PO Line: BOL:
 Order No: Document: Line Item:
 Contract: L/C ID: Case No:

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#)

The **Pending Item 1** tab displays information as described below:

Section	Fields to Note
Payment Item Entry	Header information about the Item, including <i>Accounting Date</i> , <i>Item ID</i> , <i>Customer ID</i> and <i>Name</i> , <i>Amount</i> , and <i>Posted</i> status.
Terms	The term and payment details.
PO	Purchasing information entered for the item.

6. Optionally, click on the **Show Next Row Arrows** to view additional items included in the Group.
7. Click on the **Pending Item 2** tab.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Posting Results-Pending Items > All Items w/ Detail

Group Control | Pending Item 1 | **Pending Item 2** | Pending Item 3 | Accounting Entries

Group Unit: G1001 Group ID: 8004

Pending Item Entry Find | View All | First 1 of 8 | Last

Item ID: ELDESDP1501-1446111 Line: 1 Posted
 Bus. Unit: G1001 Customer: B040100001 SubCust1:
 Amount: 365.00 Currency: USD SubCust2:

Dispute Status: Date: Amount:
 Collection Status: Date: Amount:
 Last OC: Amount:
 Latest Dunning: Date:
 Last Statement:

Sales: DEFAULT Analyst: DEFAULT Collector: DEFAULT
 Location: 2 Pay Method: CHK

Cash Forecasting

Bank Code: G1001 MINNESOTA MANAGEMENT & BUDGET
 Account: 0001 MMB1

Draft Options

Description:
 Pre-approved Create Document One Item per Draft?

Return to Search Previous in List Next in List Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries

Section	Fields to Note
Payment Item Entry	Header information about the Item, including <i>Item ID</i> , <i>Business Unit</i> , <i>Customer ID</i> , <i>Amount</i> , and <i>Posted</i> status. You are also able to view <i>Dispute</i> and <i>Collection</i> status, correspondence information, and the Customer Location. The <i>Analyst</i> and <i>Collector</i> information will typically display "DEFAULT".
Cash Forecasting	Bank information is displayed.
Draft Options	This section is not being used in Minnesota.

Note: Pending Item 3 tab is not used in Minnesota.

8. Click on the **Accounting Entries** tab. ChartField information is displayed for each item in the Group.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Posting Results-Pending Items > All Items w/ Detail

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | **Accounting Entries** | New V

Group Unit: G1001 Group ID: 8004

Accounting Entries Find | View All | First 1 of 8 | Last

Item ID: ELDESDP1501-1446111 Line: 1 Entry Type: IN Reason:
 Bus. Unit: G1001 Customer: B040100001 SubCust1: SubCust2:
 Amount: 365.00 Currency: USD Tot Base: 365.00

Accounting Entries: Complete Display Totals: ▾

[Revenue Estimate](#)

Distribution Lines Personalize | Find | First 1 of 1 | Last

ChartFields | Currency Details | Additional Details | Journal Reference Information

Line	GL Unit	Fund	Fin DeptID	AppropID	Account	Sub Acct	SW Cost	Agcy Cost 1	Agcy Cost 2	PC Bus Unit	Project	Activity
1	MN001	5200	G1037610	G100086	120001							

Lines 1 DR 365.00 Currency: USD CR 0.00 Currency: USD Net 365.000

| | |

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#)

Having completed this topic, you should now be able to:

- Verify Posting Status

Using Searches and Queries to Check for Posting Errors

Topic Overview

There are several searches that should be performed on a regular basis to find errors that occurred during the ARUpdate process. This topic includes a listing of the search pages found on the Correct Posting Errors menu and provides suggested search criteria.

Note: These pages will also be used to correct the errors; however, in most instances, you will need assistance from MMB SWIFT support to correct the error, and will enter a service desk ticket. You can refer to the “Correcting Posting Errors” topic for an example of correcting a common error.

Additionally, there are queries that can be run from the Query Viewer.

A detailed list of inquiries that should be performed on a regular basis, along with search criteria tips, is located in the Appendix of this User Guide (refer to the [“SWIFT Inquiries for Clean-Up and Review”](#) topic).

After completing this topic, you should be able to:

- Run Searches and Queries to Check for Posting Errors

Process Steps

Use Searches and Queries to Check for Posting Errors

This topic covers some of the options available to check for errors that occurred during the ARUpdate process.

Steps include:

- Step 1: Search Correct Posting Errors Pages
- Step 2: Run Queries to Check for Errors

Step 1: Search Correct Posting Errors Pages

The *Correct Posting Errors* menu provides several searches that will uncover errors that occurred during the ARUpdate process. You should perform these searches on a regular basis to check for errors. The following is a listing of these options with suggested search criteria.

Option 1: To view payments that failed posting

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Payment

Field Name	Description
Deposit Unit	Enter your Deposit Unit (same as Business Unit). TIP: Use the "IN" operator to select multiple Deposit Units and save your search.
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Payment

Payment

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: in G1001,G1002

Deposit ID: begins with

Payment ID: begins with

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Sequence: =

Assigned Operator ID: begins with

Entered Date: =

Entry Type: begins with

Accounting Entries: =

Case Sensitive

Search Clear Basic Search Save Search Criteria

Option 2: To perform error checking and edit external pending item groups during posting

- Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, External Items

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > External Items

External Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Option 3: To check for errors on transfer worksheets, and review and edit transfer groups

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Transfer

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Overdue Charge Items

Overdue Charge Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

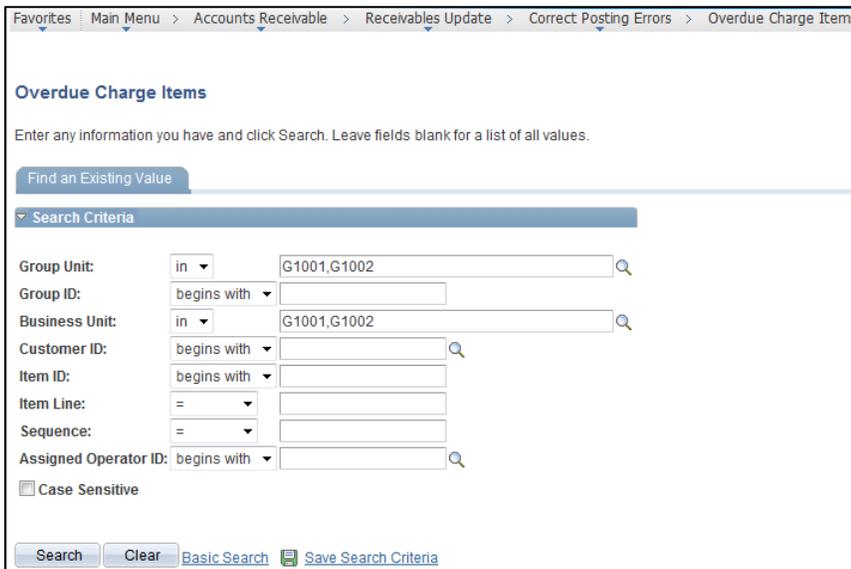
Case Sensitive

Search Clear Basic Search Save Search Criteria

Option 4: To perform error checking and edit overdue charge pending item groups

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Overdue Charge Items

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the “IN” operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the “IN” operator to select multiple Business Units and save your search.



Option 5: To check for unpost function errors

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Unpost

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the “IN” operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the “IN” operator to select multiple Business Units and save your search.



[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Receivables Update](#) > [Correct Posting Errors](#) > [Unpost](#)

Unpost

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Search Criteria

Group Unit:

Group ID:

Business Unit:

Customer ID:

Item ID:

Item Line:

Sequence:

Assigned Operator ID:

Case Sensitive

[Basic Search](#)

Option 6: To review and edit maintenance groups and check for errors on worksheet

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Worksheet

Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Step 2: Run Queries to Check for Errors that Occurred during the ARUpdate process

Begin by navigating to the *Query Viewer* page to run the queries.

1. **Navigation Links:** Reporting Tools, Query, Query Viewer.
2. Enter your search criteria: Search by Query Name begins with: "M_AR_GBL_PENDING". The below query is available:

Field Name	Description
M_AR_GBL_PENDING_ITEM_ERR_EXT	External Pending Item Errors

3. Click on the **Search** button. Both queries display in the *Search Results* listing.
Tip: Click on the *Add to Favorite* link to add these queries to your *My Favorites Queries* listing so you won't have to search for them again.

Favorites | Main Menu > Reporting Tools > Query > Query Viewer

Query Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

Query Name: begins with
 Description: contains
 Uses Record Name: begins with
 Uses Field Name: begins with
 Access Group Name: begins with
 Folder Name: begins with

*Query Type =
 Owner =

When using the IN or BETWEEN operators, enter comma separated values without quotes. i.e. JOB,EMPLOYEE,JRNL_LN.

[Basic Search](#)

Search Results

*Folder View: -- All Folders --

Query Name	Description	Owner	Folder	Run to HTML	Run to Excel	Run to XML	Schedule	Add to Favorites
M_AR_GBL_PENDING_ITEM_ERR_EXT	External Pending Item Errors	Public		HTML	Excel	XML	Schedule	Favorite
M_AR_GBL_PENDING_ITEM_ERR_ONL	OnLine Pending Item Errors	Public		HTML	Excel	XML	Schedule	Favorite

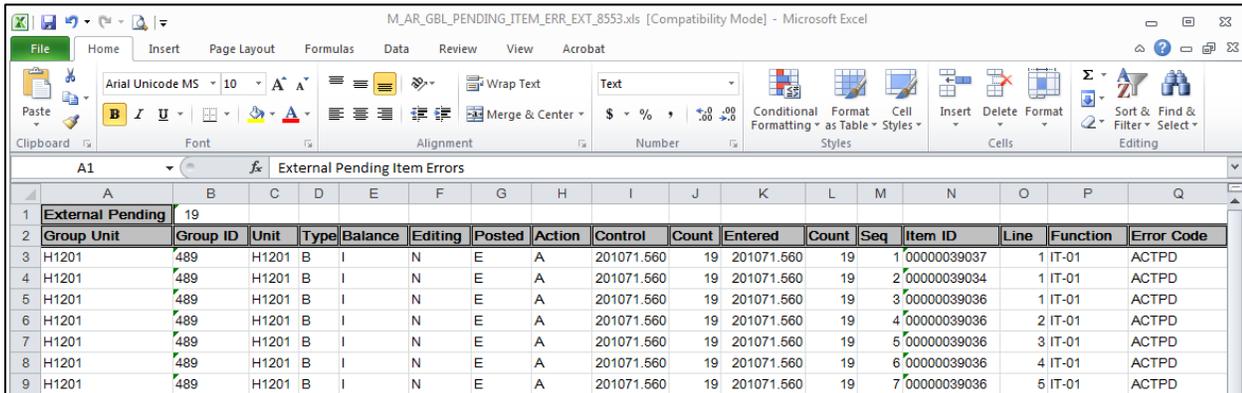
- In the *Search Results* listing, click on the **Excel** link for one of the queries. A new tab opens to run the query. You can also click on the “HTML” option to view the results online.
- Enter your Business unit.

M_AR_GBL_PENDING_ITEM_ERR_EXT - External Pending Item Errors

Business Unit:

Group Unit	Group ID	Unit	Type	Balance	Editing	Posted	Action	Control	Count	Entered	Count	Seq	Item ID	Line	Function	Error Code
------------	----------	------	------	---------	---------	--------	--------	---------	-------	---------	-------	-----	---------	------	----------	------------

- Press the **View Results** button.
- A prompt appears asking what you want to do with the Excel file. **Open** the Excel file to view the interface errors.
- The Excel file includes fields displaying a number of fields.
 - The Err Code column provides a description of the error.



M_AR_GBL_PENDING_ITEM_ERR_EXT_8553.xls [Compatibility Mode] - Microsoft Excel

External Pending Item Errors																
External Pending	19															
Group Unit	Group ID	Unit	Type	Balance	Editing	Posted	Action	Control	Count	Entered	Count	Seq	Item ID	Line	Function	Error Code
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	1	00000039037	1	IT-01	ACTPD
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	2	00000039034	1	IT-01	ACTPD
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	3	00000039036	1	IT-01	ACTPD
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	4	00000039036	2	IT-01	ACTPD
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	5	00000039036	3	IT-01	ACTPD
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	6	00000039036	4	IT-01	ACTPD
H1201	489	H1201	B	I	N	E	A	201071.560	19	201071.560	19	7	00000039036	5	IT-01	ACTPD

Note: These pages will also be used to correct the errors; however, in most instances, you will need assistance from MMB SWIFT support to correct the error, and will enter a service desk ticket. You can refer to the [“Correcting Posting Errors”](#) topic for an example of correcting a common error.

Having completed this topic, you should now be able to:

- Use Searches and Queries to Check for Posting Errors

Correcting Posting Errors

Topic Overview

When the ARUpdate process runs it checks the pending items for errors. These errors are flagged by the process and can be found by searching the options located under the Correct Posting Errors menu. Refer to the "[Using Searches and Queries to Check for Posting Errors](#)" topic for a listing of these searches and suggested search criteria.

Note: These pages will also be used to correct the errors; however, in most instances, you will need help from MMB SWIFT support to correct the error. You can enter a service desk ticket with the SWIFT helpdesk for assistance.

This topic provides an example of correcting a common posting error.

After completing this topic, you should be able to:

- Correct Posting Errors

Process Steps

Correct Posting Errors

This topic covers how to correct a common posting error. There are several pages available to find and correct the posting errors. Refer to the ["Using Searches and Queries to Check for Posting Errors"](#) topic for a listing of the search pages and suggested criteria. The most common types of posting errors include:

Error Code	Description
ACTPD	Accounting Period: a transaction has an accounting date in a closed period. If you see this error, enter a service desk ticket with the SWIFT Helpdesk. It is possible that the prior accounting period will need to be reopened. This error may occur if an accounting date is entered when a bill is created but the bill is not run through the Single Action Invoice process until the accounting period is closed.
ACTOB	Account Out of Balance: the debits and credits for the accounting entries in a group do not balance (offset). If you see this error, enter a service desk ticket with the SWIFT Helpdesk.
COMBO	Combo Edit Error: usually means a transaction has incorrect project information or a closed project. If the project just needs to be reopened, you can resolve this error with the assistance of agency staff with security to view and edit projects. This topic shows an example of resolving this error.
CUSOM	Customer Options Missing: usually means that the customer effective date is later than the transaction or the customer is not flagged as a Bill To Customer. If you see this error, enter a service desk ticket with the SWIFT Helpdesk

In most cases, you will need to enter a service desk ticket if you encounter a Posting Error. The example in this topic shows you how to resolve a COMBO error where a transaction contained ChartFields for a closed project.

Steps to complete:

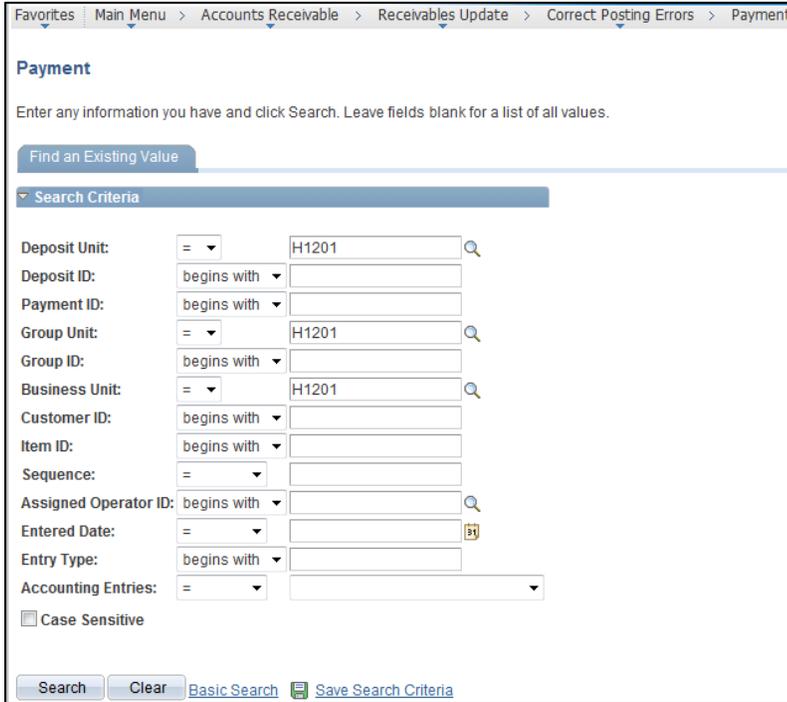
- Step 1: Navigate to the Correct Posting Error page for the Error Type
- Step 2: View the Error Message
- Step 3: Correct the Error
- Step 4: Run ARUpdate

Step 1: Navigate to the Correct Posting Error page for the Error Type

In this example, a Combo Edit Error for a payment has occurred. You can view from the Correct Posting Error page for Payments.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Payment.

- At the *Payment* page, enter the required search criteria described below, along with any other applicable criteria.



Field Name	Field Description
*Deposit Unit	Accept the default <i>Deposit Unit</i> or enter a <i>Deposit Unit</i> . This is usually the same as the <i>Business Unit</i> but can be different. This is a required field.
*Group Unit	Accept the default <i>Group Unit</i> or enter a <i>Group Unit</i> . This is usually the same as the <i>Business Unit</i> but can be different. This is a required field.
*Business Unit	Accept the default <i>Business Unit</i> or enter a <i>Business Unit</i> . This is usually the same as the <i>Business Unit</i> but can be different. This is a required field.

- Click on the **Search** button.
- Click on an entry in the **Search Results** Listing. The *Payment Control* page displays.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Payment

Payment Control | **Payment 1** | Payment 2 | Payment 3 | Accounting Entries | Payment Action

Deposit Unit: H1201 Deposit ID: 21179 Payment ID: INVOICE 217670

Accounting Date: 06/30/2014 Approved By: 00805702

Group Type: P Payment

Origin ID: PS_AR PS AR

Totals		Control Data	
Control:	-32,100.00	*Count:	1
Entered:	-32,100.00	Count:	1
Difference:	0.00	Count:	0
Posted:	0.00	Count:	0

Currency	
Control:	USD Format: USD

Control Data	
Received:	08/11/2014
Entered:	08/11/2014
Posted:	
Assign:	00805702
User:	00805702

Group Status

Edit Status: Edited Accounting Entries: Balanced

Balanced: Yes Posting Action: Do Not Post

Posting Status: Errors

Save Return to Search Notify

Payment Control | [Payment 1](#) | [Payment 2](#) | [Payment 3](#) | [Accounting Entries](#) | [Payment Action](#)

- Notice that the Posting Status field indicates “Errors”.

Step 2: View the Error Message

1. Click on the **Payment 1** tab to locate error information.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Payment

Payment Control | **Payment 1** | Payment 2 | Payment 3 | Accounting Entries | Payment Action

Deposit Unit: H1201 Deposit ID: 21179 Payment ID: INVOICE 217670

Pending Item Entry Find | View All | First | 1 of 1 | Last

*Acctg Date: 06/30/2014 *As Of Date: 06/30/2014 Sequence: 1

*Item ID: 00000217670 Line: 1 Copy Line

*Business Unit: H1201 *Customer: GMH1200019 APHL

SubCust1: SubCust2:

*Amount: -32,100.00 *Currency: USD

*Entry Type: (Invalid Va Reason: *AR Dist: AR

Revalue Fig Posted

[View Audit Logs](#) Error Code: COMBO

SF220 9 Types **Error Info**

Payment Terms

Terms: Due Date: 07/30/2014 Due Days:

Disc Amt: Disc Date: Disc Days:

Disc Amt 1: Disc Date 1: Always Allow Discount

Reference Information

PO Ref: PO Line: BOL:

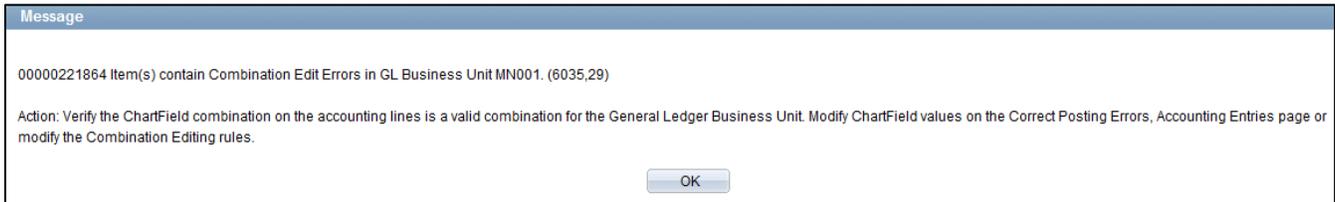
Order No: Document: Line Item:

Contract: L/C ID: Case No:

Save Return to Search Notify

Payment Control | [Payment 1](#) | [Payment 2](#) | [Payment 3](#) | [Accounting Entries](#) | [Payment Action](#)

2. Click on the **Error Info** button. The error message displays. In this case the error indicates that “00000217670 Item(s) contain Combination Edit Errors. The message also indicates an action to be taken: “Verify the ChartField combination on the accounting lines is a valid combination for the General Ledger Business Unit. Modify ChartField values on the Correct Posting Errors, Accounting Entries page or modify the Combination Editing rules.”



This error message most often indicates:

- Project is closed
- Project ID is incorrect

You'll need to research the cause of the error which most likely will require contacting other staff in your agency.

Step 3: Correct the Error

As previously discussed, the error is usually the result of a closed or incorrect project.

If the project information was incorrect, you'll need to enter a service desk ticket with the SWIFT Helpdesk for assistance.

If a project needs to be re-opened (activated), staff with access to the Project Costing module will need to activate the project and you'll need to navigate back to the *Correct Posting Error* page for *Payments* to set the payment to post.

1. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Payment.
2. At the *Payment* page, enter the required search criteria and click on the **Search** button.
3. If more than one entry displays in the Search Results, click on the entry for the transaction. The *Payment Control* page displays.
4. Click on the *Payment Action* page.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Payment

Payment Control | Payment 1 | Payment 2 | Payment 3 | Accounting Entries | **Payment Action**

Deposit Unit: H1201 Deposit ID: 21179 Payment ID: INVOICE 217670

Posting Status: Do Not Post

Group Actions

Balance

Delete Group

Posting Action

Do Not Post

Batch Priority

Batch Standard

Delete Entries

Save Return to Search Notify

[Payment Control](#) | [Payment 1](#) | [Payment 2](#) | [Payment 3](#) | [Accounting Entries](#) | [Payment Action](#)

5. Click on the **Batch Standard** button in the **Posting Action** section.

6. Click on the **Save** button.

After the ARUpdate process has run, the payment will be posted to the customer's account.

Favorites | Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List

Detail 1 | Detail 2 | Detail 3 | **Item Activity** | Item Accounting Entries | Item Audit History

Unit: H1201 Customer: SMH1200019 Association of Public Health Lab

Item ID: 00000217670 Line: 1 Days Late: -30 Status: Closed

Balance: 0.00 USD

Item Activities					
Sequence:	1	Accounting Date:	06/30/2014	Posted Date:	07/14/2014
Entry Type:	IN	Reason:		Voucher ID:	
Document:				Amount:	32,100.00 USD
Group Unit:	H1201	Group ID:	10971	Billing	
Sequence:	2	Accounting Date:	06/30/2014	Posted Date:	01/06/2015
Entry Type:	PY	Reason:	Worksheet Reason:	Voucher ID:	
Document:				Amount:	-32,100.00 USD
Group Unit:	H1201	Group ID:	11314	Payment	
Deposit Unit:	H1201	Deposit ID:	21179	Payment ID:	INVOICE 217670

Having completed this topic, you should now be able to:

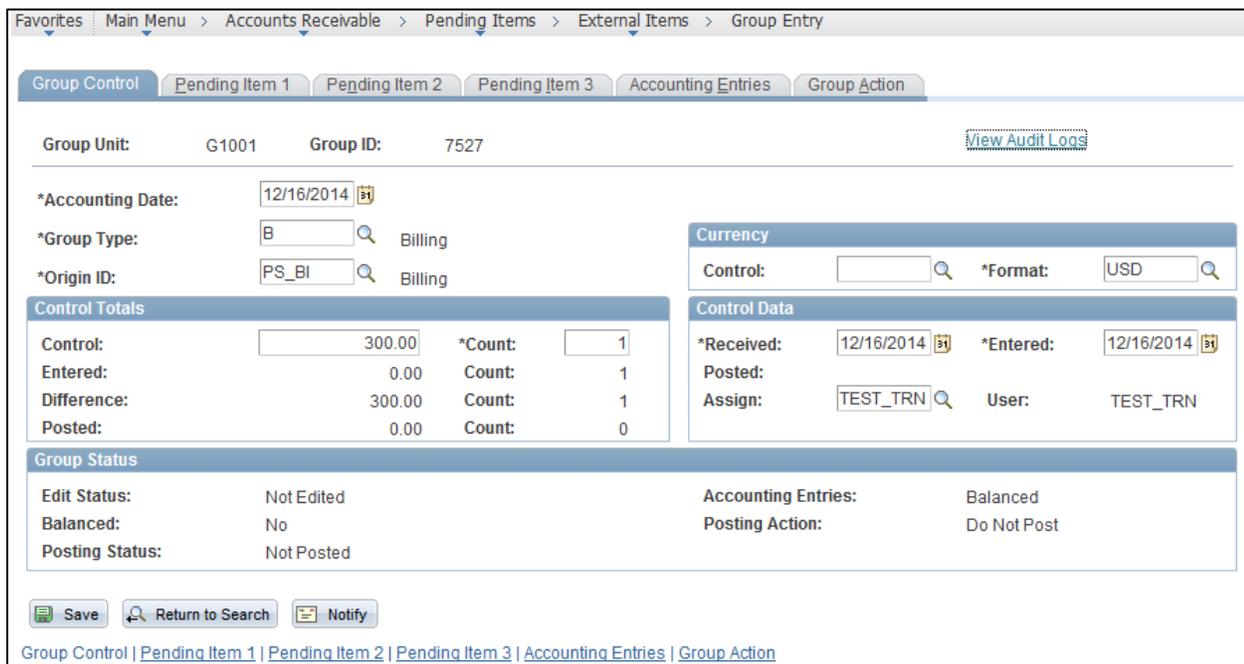
- Correct Posting Errors

Setting Pending Items to Post

Topic Overview

After bills are created in the Billing Module, they must be run through Single Action Invoice process. When this process is run, staff is required to unselect the default “Do Not Post” on the process page and select the “Batch Standard” so that when the ARUpdate process is run it will bring the Items into the Accounts Receivable module and post the items to the customer accounts.

When staff forgets to select the “Batch Standard” option, the *Group Control* page will display with the Posting Status “Not Posted”.



Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit: G1001 Group ID: 7527 [View Audit Logs](#)

*Accounting Date: 12/16/2014 [BT]
 *Group Type: B [Q] Billing
 *Origin ID: PS_BI [Q] Billing

Control Totals			
Control:	300.00	*Count:	1
Entered:	0.00	Count:	1
Difference:	300.00	Count:	1
Posted:	0.00	Count:	0

Control Data			
*Received:	12/16/2014 [BT]	*Entered:	12/16/2014 [BT]
Posted:			
Assign:	TEST_TRN [Q]	User:	TEST_TRN

Group Status

Edit Status:	Not Edited	Accounting Entries:	Balanced
Balanced:	No	Posting Action:	Do Not Post
Posting Status:	Not Posted		

Save | Return to Search | Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

AR staff with the supervisor role can set the pending item to post in the Accounts Receivable module by following the instructions in this topic.

After completing this topic, you should be able to:

- Set Pending Items to Post

Process Steps

Set Pending Item to Post

This topic covers setting pending items to post.

Steps to complete:

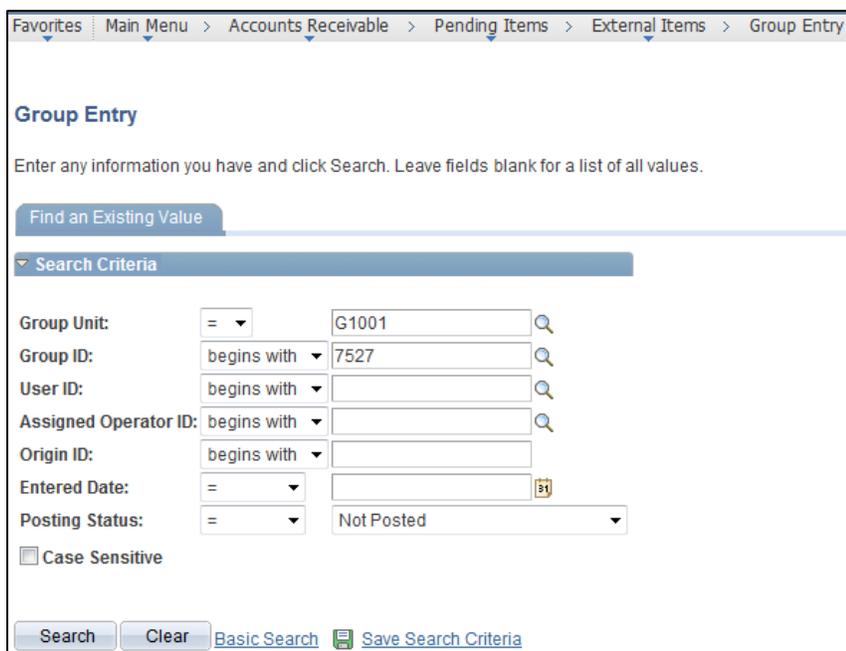
- Step 1: Navigate to the Group Entry page for the Group that was not Posted
- Step 2: Select Batch Standard on the Group Action tab
- Step 3: Run ARUpdate

Step 1: Navigate to the Group Entry page for the Group that was not Posted

Begin by navigating to the *Group Entry* page.

1. **Navigation Links:** Accounts Receivable, Pending Items, External Items, Group Entry.
2. At the *Group* page, enter your *Group Unit* (same as Business Unit).
3. Optionally, enter the *Group ID*.

Note: Other criteria are available to use to filter your search. (The *Group ID* for the Item(s) that have not posted can be found in the Billings Module: Billing, Review Billing Information, AR Pending Items.)



The screenshot shows a web browser window with the breadcrumb trail: Favorites | Main Menu > Accounts Receivable > Pending Items > External Items > Group Entry. The page title is "Group Entry". Below the title is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." There is a "Find an Existing Value" button. A "Search Criteria" section is expanded, showing the following fields:

- Group Unit: = [dropdown] [G1001] [magnifying glass]
- Group ID: begins with [dropdown] [7527] [magnifying glass]
- User ID: begins with [dropdown] [] [magnifying glass]
- Assigned Operator ID: begins with [dropdown] [] [magnifying glass]
- Origin ID: begins with [dropdown] [] [magnifying glass]
- Entered Date: = [dropdown] [] [calendar icon]
- Posting Status: = [dropdown] [Not Posted] [dropdown arrow]

There is a "Case Sensitive" checkbox which is unchecked. At the bottom, there are buttons for "Search", "Clear", "Basic Search", and "Save Search Criteria".

4. Select "Not Posted" for the *Posting Status*.
5. Click on the **Search** button.
6. The *Group Control* page for the group displays.

Favorites | Main Menu > Accounts Receivable > Pending Items > External Items > Group Entry

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit: G1001 Group ID: 7527 [View Audit Logs](#)

*Accounting Date: 12/16/2014 [BT]

*Group Type: B [Q] Billing

*Origin ID: PS_BI [Q] Billing

Control Totals		Control Data	
Control:	300.00	*Count:	1
Entered:	0.00	Count:	1
Difference:	300.00	Count:	1
Posted:	0.00	Count:	0

Currency Control: [] *Format: USD [Q]

*Received: 12/16/2014 [BT] *Entered: 12/16/2014 [BT]

Posted: [] Assign: TEST_TRN [Q] User: TEST_TRN

Group Status

Edit Status:	Not Edited	Accounting Entries:	Balanced
Balanced:	No	Posting Action:	Do Not Post
Posting Status:	Not Posted		

Save Return to Search Notify

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

- Notice that the *Group Status* indicates “Not Posted” and the *Posting Action* is “Do Not Post”.

Step 2: Select Batch Standard on the Group Action tab

1. Click on the **Group Action** tab.

Favorites | Main Menu > Accounts Receivable > Pending Items > External Items > Group Entry

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit: G1001 Group ID: 7527

Posting Status: Do Not Post

Group Actions	Posting Action	Accounting Entry Actions
Balance Delete Group	Do Not Post Batch Priority Batch Standard	Create Entries

Save Return to Search Notify

[Group Control](#) | [Pending Item 1](#) | [Pending Item 2](#) | [Pending Item 3](#) | [Accounting Entries](#) | [Group Action](#)

2. Click on the **Batch Standard** button in the **Posting Action** section.
 3. Click on the **Save** button. The **Group Control** tab now shows a Posting Action of “Batch Standard”.
- Note:** If you receive an error, contact the SWIFT Helpdesk for assistance.

Favorites | Main Menu > Accounts Receivable > Pending Items > External Items > Group Entry

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit: G1001 Group ID: 7527 [View Audit Logs](#)

*Accounting Date: 12/16/2014

*Group Type: B Billing

*Origin ID: PS_BI Billing

Control Totals			
Control:	300.00	*Count:	1
Entered:	300.00	Count:	1
Difference:	0.00	Count:	0
Posted:	0.00	Count:	0

Control Data			
*Received:	12/16/2014	*Entered:	12/16/2014
Posted:		Assign:	TEST_TRN
Assign:	TEST_TRN	User:	TEST_TRN

Group Status			
Edit Status:	Not Edited	Accounting Entries:	Balanced
Balanced:	Yes	Posting Action:	Batch Standard
Posting Status:	Not Posted		

Save Return to Search Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Step 3: Run the ARUpdate Process

The ARUpdate process runs automatically several times a day. It can also be run manually. Refer to the [“Running the ARUpdate Process”](#) topic for instructions. After the ARUpdate process runs, the *Posting Status* will update to “Complete”.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Posting Results-Pending Items > All Items w/ Detail

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries

Group Unit: G1001 Group ID: 7527

Accounting Date: 12/16/2014 Approved By: TEST_TRN

Group Type: B Billing

Origin ID: PS_BI Billing

Totals			
Control:	300.00	*Count:	1
Entered:	300.00	Count:	1
Difference:	0.00	Count:	0
Posted:	300.00	Count:	1

Control Data			
Received:	12/16/2014		
Entered:	12/16/2014		
Posted:	12/16/2014		
Assign:	TEST_TRN		
User:	TEST_TRN		

Group Status			
Edit Status:	Edited	Accounting Entries:	Balanced
Balanced:	Yes	Posting Action:	Do Not Post
Posting Status:	Complete		

Return to Search Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries

Having completed this topic, you should be able to:

- Set Pending Items to Post



Lesson Summary

After completing this lesson, you should now be able to:

- Run the ARUpdate Process
- Verify the Posted Status
- Run Searches and Queries to Check for Posting Errors
- Correct Posting Errors
- Set Pending Items to Post

Lesson 6: Managing Customer Collections

Lesson Overview

The AR module includes features that can be used to manage customer collections. The Aging process runs nightly and updates the age of your outstanding AR Items. Customer Statements can be created using the Statements process. The Dunning Letter process is used to create late notices to alert customers of overdue items. Overdue charges can be posted to a customer's account using the Overdue Charges process. When creating Customer Statements, the overdue charges will be included. Items that reach a predetermined aging category will be sent to a third party collection agency.

Managing Customer Collections



After completing this lesson, you should be able to:

- Run the Aging Process
- Run Overdue Charges Process
- Prevent Overdue Charges from being Assessed to a Customer
- Create Customer Statements
- Create Customer Statement Note
- Review Customer Statements
- Review a Last Statement
- Run the Dunning Letter Process
- Preview, Edit and Delete a Dunning Letter
- Delete an Item on a Dunning Letter
- Print a Dunning Letter
- Delete a Dunning Letter
- Review History of Letters
- Review a Last Letter
- Review Item Dunning Status
- Review Item Dunning History

Running the Aging Process

Overview

The Aging process is used to update the age of your outstanding accounts receivable items. When the Aging process is run, SWIFT compares the due dates of items to the current system date.

The process runs in the nightly batch or it can also be run manually as described in this topic.

You most likely will not need to run this process manually.

After completing this topic, you should be able to:

- Run the Aging Process

Process Steps

Run the Aging Process

This topic covers running the Aging Process. The process runs in the nightly batch or it can also be run manually as described in this topic. You most likely will not need to run this process manually.

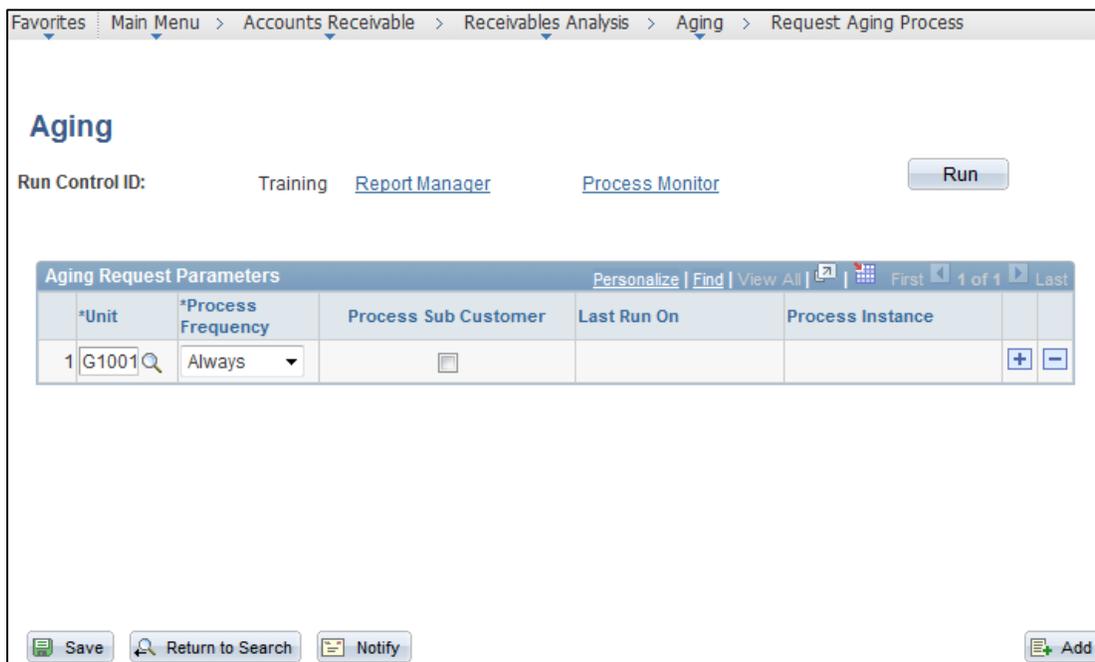
Steps to complete:

Step 1: Run the Request Aging Process

Begin by navigating to the *Request Aging Process* page.

1. **Navigation Links:** Accounts Receivable, Receivables Analysis, Aging, Request Aging Process.
2. Use an existing *Run Control ID* or add a new *Run Control ID*.
3. At the *Aging* page, enter the below parameters.

Field Name	Field Description
Unit	Accept the default <i>Business Unit</i> or click on the Lookup button and select a different <i>Business Unit</i> .
Process Frequency	Select "Always".



The screenshot shows the 'Aging' page in a web application. The breadcrumb trail is: Favorites | Main Menu > Accounts Receivable > Receivables Analysis > Aging > Request Aging Process. The page title is 'Aging'. Below the title, there is a 'Run Control ID:' field with the value 'Training' and two links: 'Report Manager' and 'Process Monitor'. A 'Run' button is located to the right. Below this is a table titled 'Aging Request Parameters' with columns: *Unit, *Process Frequency, Process Sub Customer, Last Run On, and Process Instance. The table contains one row with the following values: '1', 'G1001' (with a search icon), 'Always' (with a dropdown arrow), an empty cell, and an empty cell. At the bottom of the table are '+' and '-' buttons. At the bottom of the page are buttons for 'Save', 'Return to Search', 'Notify', and 'Add'.

4. Click on the **Save** button.
5. Click on the **Run** button. The *Process Scheduler Request* page displays.

Favorites | Main Menu > Accounts Receivable > Receivables Analysis > Aging > Request Aging Process

Process Scheduler Request

User ID: TEST_TRN Run Control ID: Training

Server Name: Run Date: 12/16/2014

Recurrence: Run Time: 2:21:05PM

Time Zone:

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	PS/AR Aging - Preprocessor	ARAGE	PSJob	(None)	(None)	Distribution

- Accept the default process “PS/AR Aging – Preprocessor” and click the **OK** button.
- You are returned to the *Aging* page. Click on the *Process Monitor* link. The *Process List* page appears.

Favorites | Main Menu > Accounts Receivable > Receivables Analysis > Aging > Request Aging Process > Process Monitor

Process List Server List

View Process Request For

User ID: TEST_TRN Type: Last: 1 Days

Server: Name: Instance: to:

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	11451932		PSJob	ARAGE	TEST_TRN	12/16/2014 2:21:05PM CST	Success	Posted	Details
<input type="checkbox"/>	11451925		PSJob	ARUPDATE	TEST_TRN	12/16/2014 1:42:47PM CST	Success	Posted	Details
<input type="checkbox"/>	11451918		PSJob	ARUPDATE	TEST_TRN	12/16/2014 12:57:36PM CST	Success	Posted	Details
<input type="checkbox"/>	11451911		PSJob	ARUPDATE	TEST_TRN	12/16/2014 12:42:40PM CST	Success	Posted	Details
<input type="checkbox"/>	11451897		PSJob	BJOB03K	TEST_TRN	12/16/2014 12:20:53PM CST	Success	Posted	Details
<input type="checkbox"/>	11451893		SQR Report	AR21001	TEST_TRN	12/15/2014 2:50:10PM CST	Success	Posted	Details

[Go back to Request Aging Process](#)

Process List | [Server List](#)

- In the *Process Name* column, click on the “**ARAGE**” link for the Aging process you ran.
- At the *Process Detail* page, ensure that the process is successful. Click on the **Refresh** button to refresh the screen.

Having completed this topic, you should now be able to:

- Run the Aging Process

Running the Overdue Charges Process

Overview

WARNING! Before an agency can use the Overdue Charges process, a ticket must be entered with the SWIFT help desk. There is set up that must be done centrally by MMB staff and there are configuration issues that must be discussed prior to implementing this feature.

You can also contact the SWIFT Help Desk and request that Overdue Charges be processed for your agency during the nightly batch processing.

This topic covers how to run the Overdue Charges process. The Overdue Charges process will post overdue charges to customer accounts for the entire Business Unit unless you select a specific customer. When creating Customer Statements, the overdue charges will be included. You will need the appropriate security to run this process.

Note: If you know that a customer should NEVER be assessed overdue charges, follow the steps in the "[Prevent Overdue Charges From Being Assessed to a Customer](#)" topic in this User Guide. When you place an Item in dispute or collection, overdue charges will no longer be calculated for the item. Refer to the "[Updating Item Details to Place Items in Dispute or Collection](#)" topic in Lesson 4.

After completing this topic, you should be able to:

- Run the Overdue Charges Process

Process Steps

Run the Overdue Charges Process

This topic covers running the Overdue Charges process.

WARNING! Before an agency can use the Overdue Charges process, a ticket must be entered with the SWIFT help desk. There is set up that must be done centrally by MMB staff and there are issues that must be discussed prior to implementing this feature.

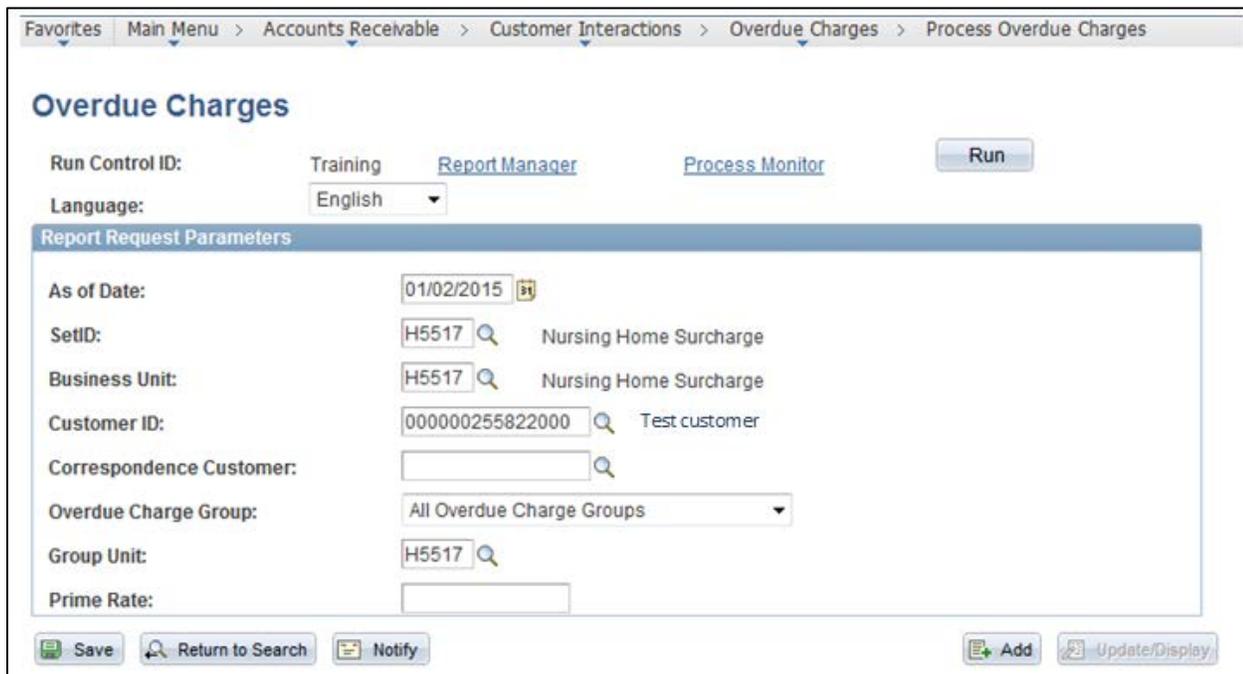
Steps to complete:

- Step 1: Run the Overdue Charges Process
- Step 2: Optionally, Review, and Review Last Overdue Charge

Step 1: Run the Overdue Charges Process

Begin by navigating to the *Process Overdue Charges* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Overdue Charges, Process Overdue Charges.
2. Use an existing *Run Control ID* or add a new *Run Control ID*.
3. At the *Overdue Charges* page, select the options as described below.



Favorites | Main Menu > Accounts Receivable > Customer Interactions > Overdue Charges > Process Overdue Charges

Overdue Charges

Run Control ID: Training [Report Manager](#) [Process Monitor](#)

Language: English

Report Request Parameters

As of Date: 01/02/2015

SetID: H5517 Nursing Home Surcharge

Business Unit: H5517 Nursing Home Surcharge

Customer ID: 000000255822000 Test customer

Correspondence Customer:

Overdue Charge Group: All Overdue Charge Groups

Group Unit: H5517

Prime Rate:



Field	Description
As of Date	The <i>As of Date</i> defaults to the current date. It is important to enter the date you want to use to run the Overdue Charges process. If you don't change the date, the process will run for the date entered in the field. Overdue charges are calculated based on this date and the due date.
SetID	Enter your <i>Business Unit</i> or use the Lookup icon to select your <i>Business Unit</i> . The <i>SetID</i> is where the customer exists. In most cases the <i>Business Unit</i> and the <i>SetID</i> are the same unless a <i>Business Unit</i> shares customers with a different business unit.
Business Unit	Accept the default <i>Business Unit</i> or click on the Lookup icon and select a <i>Business Unit</i> . (The <i>Business Unit</i> is where the receivable exists.)
Customer ID	Optionally, select a specific Customer. If you do not enter a Customer, you will create overdue charges for all Customers in the selected Business Unit.
Correspondence Customer	Optionally, select a specific <i>Correspondence Customer</i> . If you do not enter a <i>Correspondence Customer</i> , you will create overdue charges for all <i>Correspondence Customers</i> in the selected Business Unit.
Overdue Charge Group	Accept the default "All Overdue Charge Groups".
Group Unit	Select a <i>Group Unit</i> (the same as your Business Unit.)
Prime Rate	Leave this field blank. Minnesota has no overdue charges based on prime rate.

Note: If you know that a customer should never be assessed overdue charges, follow the steps in the ["Prevent Overdue Charges From Being Assessed to a Customer"](#) topic in this User Guide.

4. Click on the **Save** button.
5. Click on the **Run** button. The *Process Scheduler Request* page displays.
6. **WARNING!** In the **Process List** section, make sure to select the **PS/AR Overdue Charges (AR_OVRDUE)** process name.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Overdue Charges > Process Overdue Charges

Process Scheduler Request

User ID: 00637298 Run Control ID: Training

Server Name: Run Date: 01/02/2015

Recurrence: Run Time: 2:13:32PM

Time Zone:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	Overdue Charges	AROVRDUE	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	PS/AR Overdue Charges	AR_OVRDUE	Application Engine	Web	TXT	Distribution

- Click the **OK** button.
- You are returned to the *Overdue Charges* page. Click on the *Process Monitor* link. The *Process List* page appears.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Overdue Charges > Process Overdue Charges > Process Monitor

Process List Server List

View Process Request For

User ID: 00637298 Type: Last: 1500 Days

Server: Name: Instance: to

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	11451959		Application Engine	AR_OVRDUE	00637298	01/02/2015 2:11:41PM CST	Success	Posted	Details

[Go back to Process Overdue Charges](#)

- Monitor the process to ensure that the process is successful. Click on the **Refresh** button to refresh the screen.
- After the ARUpdate process is run, the overdue charges will be posted to your customer accounts. The ARUpdate process runs automatically several times a day but can be ran manually if you have the role. Refer to the "[Running the ARUpdate Process](#)" topic for instructions.
Note: When creating Customer Statements, the overdue charges will be included.

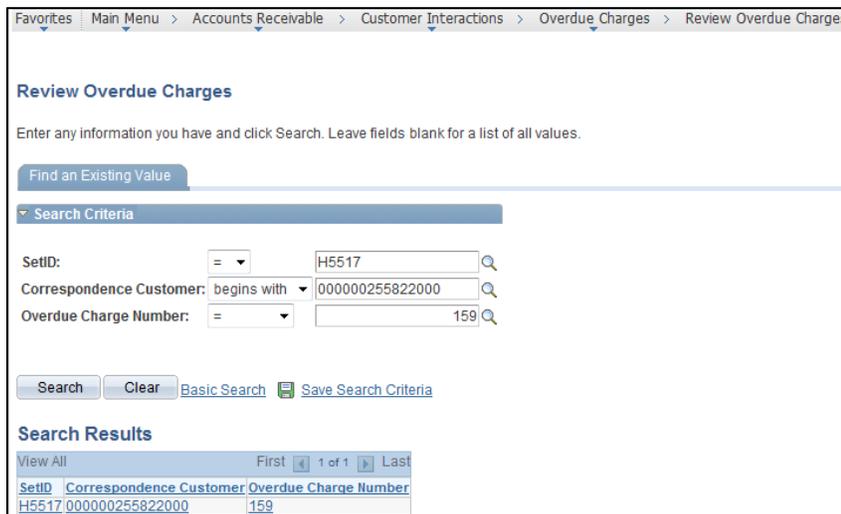
Step 2: Optionally, Review or Review Last Overdue Charge

You can view the overdue charges that were created by running the process or just review the last overdue charge that was posted to a customer's account. Begin by navigating to the *Review Overdue Charges* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Overdue Charge, Review Overdue Charges.
2. At the *Review Overdue Charges* page, enter your search criteria.

Field Name	Field Description
SetID	Select the <i>SetID</i> . The <i>SetID</i> is where the customer exists. In most cases the <i>Business Unit</i> and the <i>SetID</i> are the same unless a <i>Business Unit</i> shares customers with a different business unit.
Correspondence Customer	Optionally, enter a <i>Correspondence Customer</i> or use the Lookup to select a <i>Correspondence Customer</i> .
Overdue Charge Number	Optionally, enter the <i>Overdue Charge Number</i> that you want to view or use the Lookup to select an <i>Overdue Charge Number</i> .

3. Click on the **Search** button.



4. If there is more than one entry in the *Search Results* listing, click on the link for the Overdue Charge you want to view.



The *Review Overdue Charges* page displays showing information about the Overdue Charge including the *Item ID* assigned, amount, and reason code.

To view only the last overdue charges applied.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Overdue Charge, Review Last Overdue Charges.
2. At the *Review Overdue Charges* page, enter your search criteria.

Field Name	Field Description
SetID	Select the <i>SetID</i> . The <i>SetID</i> is where the customer exists. In most cases the <i>Business Unit</i> and the <i>SetID</i> are the same unless a <i>Business Unit</i> shares customers with a different business unit.
Correspondence Customer	Optionally, enter a <i>Correspondence Customer</i> or use the Lookup to select a <i>Correspondence Customer</i> .
Overdue Charge Number	Optionally, enter the <i>Overdue Charge Number</i> that you want to view or use the Lookup to select an <i>Overdue Charge Number</i> .
Business Unit	Accept the default <i>Business Unit</i> or click on the Lookup icon and select a <i>Business Unit</i> . (The <i>Business Unit</i> is the where the receivable exists.)
Customer ID	Optionally, enter a <i>Customer ID</i> or use the Lookup to select a Customer ID.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Overdue Charges > Review Last Overdue Charges

Review Last Overdue Charges

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

SetID: = [H5517] Q

Correspondence Customer: begins with [000000255822000] Q

Overdue Charge Number: = [159]

Business Unit: begins with [] Q

Customer ID: begins with []

Search Clear Basic Search Save Search Criteria

Search Results

View All First 1 of 1 Last

SetID	Correspondence Customer	Overdue Charge Number	Business Unit	Customer ID
H5517	000000255822000	159	H5517	000000255822000

3. Click on the **Search** button.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Overdue Charges > Review Last Overdue Charges

Review Last Overdue Charges

SetID: H5517 Overdue Charge Number: 159

Customer: 000000255822000 Test customer Overdue Charge Date: 01/02/2015

Overdue Charges Details End | View All | First 1 of 1 | Last

Location: 1 Overdue Charges: 106,070.36 Currency: USD

Item Balance: 106,070.36 Balance Currency: USD

Overdue Charges Items Personalize | End | View All | First 1-2 of 2 | Last

Unit	Customer	Short Name	Item ID	Line	Overdue Charge Amt	Entry Type	Reason	Current Item Amount
1	H5517 000000255822000	Test	INE00012974	2	296.73	OC	FINH5	296.73

The *Review Last Overdue Charges* page displays showing information about the Overdue Charge including the *Item ID* assigned, amount, and reason code.

Having completed this topic, you should now be able to:

- Run the Overdue Charges Process

Prevent Overdue Charges from being Assessed to a Customer

Topic Overview

These instructions should only be used in cases where it has been determined that an Accounts Receivable customer should **NEVER** be assessed overdue charges. To stop overdue charges from being assessed to a customer, you will need to uncheck the **Assess Overdue Charges** checkbox on the **Correspondence Options** tab for the customer record.

Note: When you place an Item in dispute or collection, overdue charges will no longer be calculated for the item. Refer to the [“Updating Item Details to Place Items in Dispute or Collection”](#) topic in Lesson 4.

After completing this topic, you should be able to:

- Prevent Overdue Charges from being Assessed to a Customer

Process Steps

Prevent Overdue Charges from being Assessed to a Customer

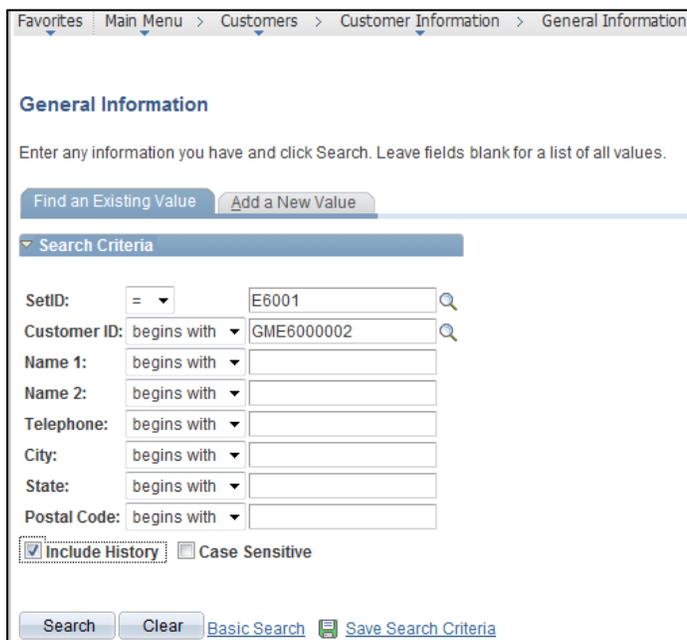
This topic covers preventing overdue charges from being assessed to a customer.

These instructions should only be used in cases where it has been determined that an Accounts Receivable customer should **NEVER** be assessed overdue charges. To stop overdue charges from being assessed to a customer, you will need to uncheck the **Assess Overdue Charges** checkbox on the **Correspondence Options** tab for the customer record.

Steps to Complete:

Begin by navigating to the customer record.

1. **Navigation Links:** Customers, Customer Information, General Information.
2. Click on the **Find an Existing Value** tab, if necessary.
3. You **must** enter your *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. **Note: Do not use the default (“SHARE”).**
4. Enter the *Customer ID*. **Note:** if you do not have the *Customer ID*, you can use any of the other search variables to locate the existing customer information.
5. Click on the **Include History** checkbox to view all of the information for the Customer.



Favorites | Main Menu > Customers > Customer Information > General Information

General Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

SetID: = [E6001] [Lookup]

Customer ID: begins with [GME6000002] [Lookup]

Name 1: begins with []

Name 2: begins with []

Telephone: begins with []

City: begins with []

State: begins with []

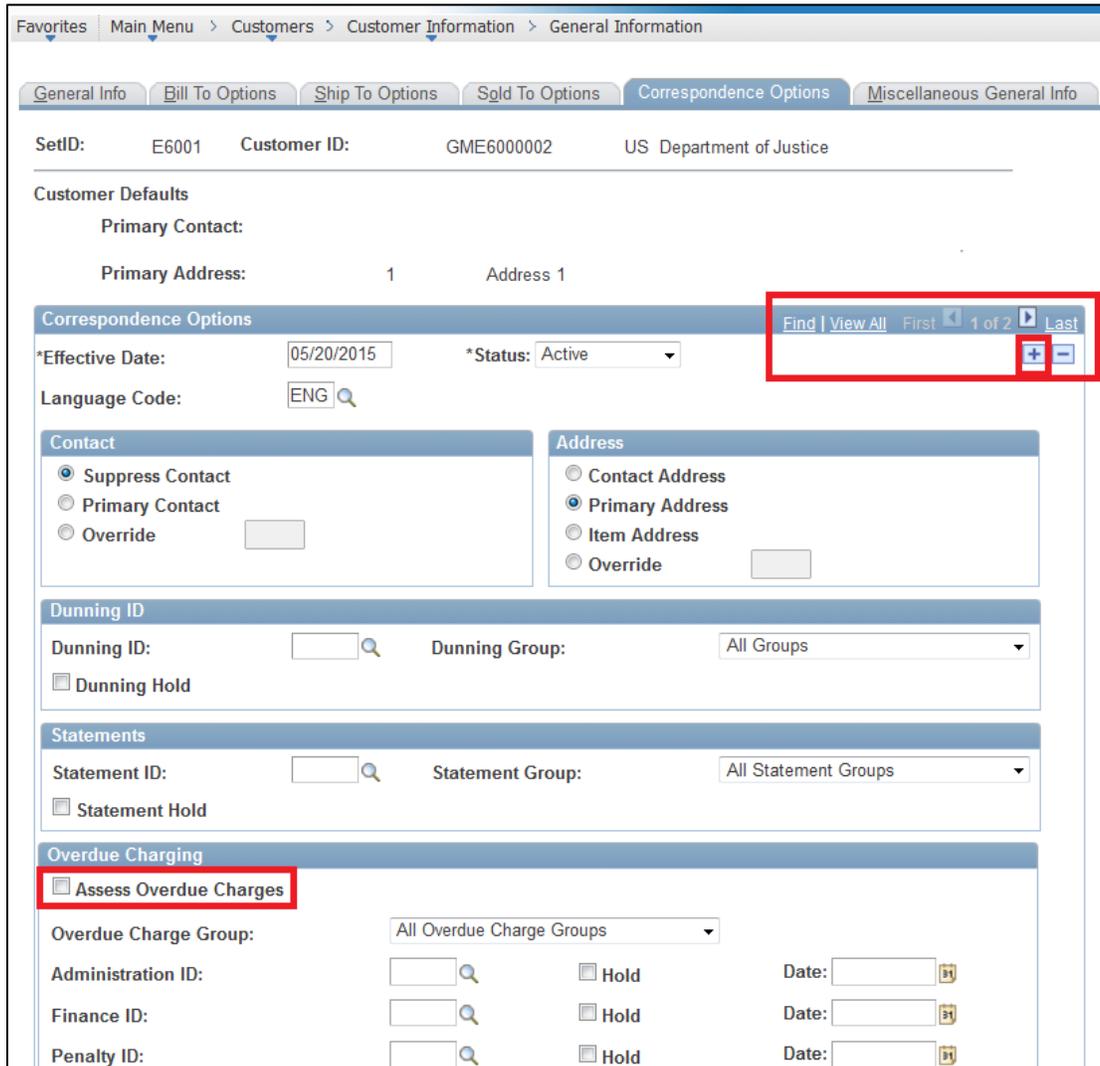
Postal Code: begins with []

Include History Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

6. Click the **Search** button. The **General Info** tab displays.
7. Click on the **General Info Links** drop-down (top-right of page) and select the “0040-Correspondence Options”. The **Correspondence Options** tab displays.

8. Click on the **Add New Row** icon (plus sign) to create a new Correspondence Options record.
9. In the **Overdue Charging** section, uncheck the **Assess Overdue Charges** checkbox.
10. Click on the **Save** button.



The screenshot shows the 'General Information' page for a customer. The 'Correspondence Options' section contains a table with one row. The 'Effective Date' is 05/20/2015 and the status is Active. The 'Assess Overdue Charges' checkbox in the 'Overdue Charging' section is unchecked. The 'Add New Row' (+) button is highlighted in red.

Note: If you are creating a new customer record and you know that there should never be overdue charges assessed for the customer, create the customer record as you would normally, making sure to do the following:

1. Click on the **General Info Links** drop-down (top-right of page) and select the "0040-Correspondence Options". The **Correspondence Options** tab displays.
2. In the **Overdue Charging** section, uncheck the **Assess Overdue Charges** checkbox.

Having completed this topic, you should now be able to:

- Prevent Overdue Charges from being Assessed to a Customer

Creating Customer Statements

Topic Overview

The Statements process generates customer statements for customers who have open items on their account. The statements reflect all open activity on a customer account in Accounts Receivable.

After completing this topic, you should be able to:

- Create Customer Statements

Process Steps

Create Customer Statements

This topic covers creating customer statements.

Steps to complete Customer Statements:

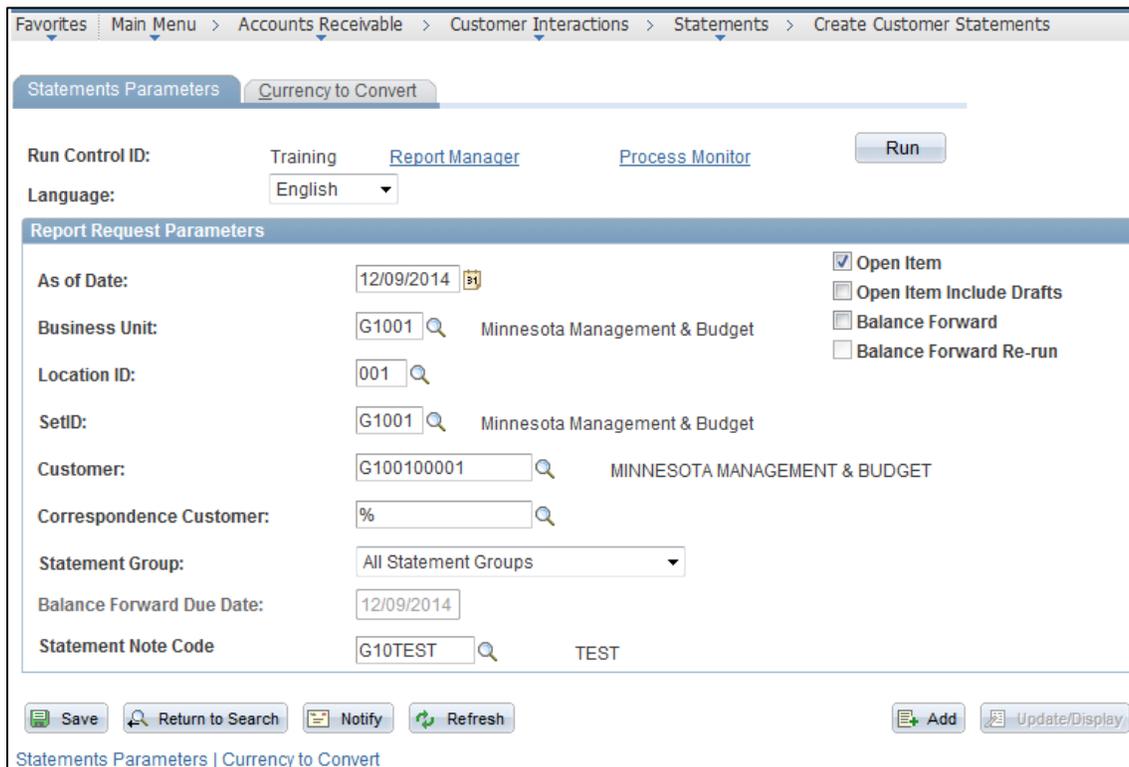
- Step 1: Run the Create Customer Statements Process
- Step 2: Navigate to the Report Manager to View and Print the Statements

Step 1: Run the Create Customer Statements Process

Use the *Statements Parameters* page to enter the request parameters. These parameters will be used to define the processing rules and data to be included when the process is run.

Begin by navigating to *Create Customer Statements* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Statements, Create Customer Statements.
2. Select an existing *Run Control ID* or add a new *Run Control ID*.
3. At the *Statements Parameters* page, select the options as described below.





Field	Description
As of Date	The <i>As of Date</i> defaults to the current date. It is important to enter the date you want to use to run the Create Customer Statements process. If you don't change the date, the process will run for the date entered in the field. Note: The Customer Statements will include Open Items posted to the Customer's account as of this date.
Business Unit	Accept the default <i>Business Unit</i> or click on the Lookup icon and select a <i>Business Unit</i> . (The <i>Business Unit</i> is where the receivable exists.)
Location ID	Accept the default <i>Location ID</i> or click on the Lookup icon and select a <i>Location ID</i> . This is the return address that will be printed on the customer statement.
SetID	Select the <i>SetID</i> . The <i>SetID</i> is where the customer exists. In most cases the <i>Business Unit</i> and the <i>SetID</i> are the same unless a <i>Business Unit</i> shares customers with a different business unit.
Customer	Optionally, select a specific customer. If you do not enter a <i>Customer</i> , you will create statements for all Customers with open items in the selected <i>Business Unit</i> .
Correspondence Customer	Optionally, select a specific <i>Correspondence Customer</i> . If you do not enter a <i>Correspondence Customer</i> , you will create statements for all <i>Correspondence Customers</i> in the selected Business Unit.
Statement Group	Accept the default. Statement Group is not used by the State of MN.
Balance Forward Due Date (display only)	Minnesota does not use the Balance Forward options.
Statement Note Code	Optionally, select a <i>Statement Note Code</i> . Statement Notes are determined by the agency and set up behind the scenes. If you select a <i>Statement Note Code</i> , the corresponding note text will be printed on the Statement. Refer to the " Creating Customer Statement Notes " topic to learn how to set up notes.
Open Item	Produces statements that show the open items for each customer.
Open Item Includes Drafts	The <i>Open Item Include Drafts</i> option is not used by the State of MN.
Balance Forward	WARNING! Minnesota does not use the Balance Forward options. Do not select.
Balance Forward Re-run	WARNING! Minnesota does not use the Balance Forward options. Do not select.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements

Statements Parameters | **Currency to Convert**

Run Control ID: Training [Report Manager](#) [Process Monitor](#)

Language: English

Report Request Parameters

As of Date: 12/09/2014

Business Unit: G1001 Minnesota Management & Budget

Location ID: 001

SetID: G1001 Minnesota Management & Budget

Customer: G100100001 MINNESOTA MANAGEMENT & BUDGET

Correspondence Customer: %

Statement Group: All Statement Groups

Balance Forward Due Date: 12/09/2014

Statement Note Code: G10TEST TEST

[Statements Parameters | Currency to Convert](#)

4. Click the **Save** button.
5. Click the **Run** button.
6. **WARNING!** Make sure to select the process **"PS/AR Statements - Preprocessor"** and click the **OK** button. You are returned to the *Statements Parameters* page.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements

Process Scheduler Request

User ID: TEST_TRN Run Control ID: Training

Server Name: Run Date: 12/09/2014

Recurrence: Run Time: 10:57:51AM

Time Zone:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	PS/AR Statements -Preprocessor	ARSTMT	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	PS/AR Statements	STATEMNT	PSJob	(None)	(None)	Distribution

7. Note the Process Instance number and click on the *Process Monitor* link to ensure the process is successful.
8. Once the Run Status displays “Success” and the Distribution Status displays “Posted” navigate to the Report Manager to view and print the report. Click on the “**Go back to Create Customer Statements**” link.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements > Process Monitor

Process List | Server List

View Process Request For

User ID: Type: Last: 1 Days

Server: Name: Instance: to:

Run Status: Distribution Status: Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	11451925		PSJob	ARSTMT	TEST_TRN	12/09/2014 10:57:51AM CST	Success	Posted	Details
<input type="checkbox"/>	11451924		SQR Report	AR30003	TEST_TRN	12/09/2014 9:54:45AM CST	Success	Posted	Details
<input type="checkbox"/>	11451914		PSJob	ARUPDATE	TEST_TRN	12/08/2014 4:30:07PM CST	Success	Posted	Details
<input type="checkbox"/>	11451907		PSJob	ARUPDATE	TEST_TRN	12/08/2014 4:21:26PM CST	Success	Posted	Details

[Go back to Create Customer Statements](#)

Process List | [Server List](#)

9. Click on the “**Report Manager**” link.
10. Click on the **Administration** tab of the *Report Manager* page.
11. Click on the “**ARX32000S – ARX32000S.pdf**” link in the Description column for the process you ran. The PDF file displays in a new window.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements > Report Manager

List | Explorer | Administration | Archives

View Reports For

User ID: Type: Last: 1 Days

Status: Folder: Instance: to:

Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	10404768	11451938	ARX32000S - ARX32000S.pdf	12/09/2014 11:17:59AM	Acrobat (*.pdf)	Posted	Details
<input type="checkbox"/>	10404767	11451939	PS/AR Statements	12/09/2014 11:15:04AM	Text Files (*.txt)	Posted	Details
<input type="checkbox"/>	10404765	11451936	Statemnt Parallel Preprocessor	12/09/2014 11:15:04AM	Text Files (*.txt)	Posted	Details



12. View and print the PDF report as you would normally. In this example, the "Open Items" option was selected. The Statement displays information including: Statement Date, Account Number, and Statement Total.

- Open Items, including the Invoice Date, Due Date, ID, Entry Type, Amount Due, Activity, Payment, and Purchase Order number. Aging information, including Current, 0-30, 31-60, 61-90, and Over 90 days

MINNESOTA MANAGEMENT & BUDGET G1001 001
G100000000-001
400 CENTENNIAL BUILDING
ST. PAUL, MN 55155



State of Minnesota
Statement

Statement Number: 2041
Statement Date: December 9, 2014
Account Number: G100100001
Page: 1 of 1

Bill To:
MINNESOTA MANAGEMENT & BUDGET
658 CEDAR ST
ST PAUL, MN 55155

Statement Total: 10,860.50 USD

We appreciate your business. If you have questions about your account, please call 651/259-3744

Trans Date	Due Date	Item ID	Line #	Entry Type	Amount Due	Item Activity	Payment	P Order Num
Account: G100100001								
8/7/2014	8/30/2014	2014-001-07-14	1	Invoice	10,437.50	10,437.50		
8/7/2014	9/8/2014	ELDDWYB1501-1439282	1	Invoice	146.50	146.50		
8/7/2014	9/8/2014	ELDDWYB1501-1439854	1	Invoice	146.50	146.50		
8/11/2014	9/10/2014	ELD385T1502-1440241	1	Invoice	130.00	130.00		

Total for MINNESOTA MANAGEMENT & BUDGET **10,860.50 USD**

Total For G1001 **10,860.50 USD**

Statement Total 10,860.50 USD

	Current	0 - 30	31 - 60	61 - 90	Over 90	Total
No. of Items				1	3	4
Amount				130.00	10,730.50	10,860.50 USD

This is the Statement Note Text: If you have any questions regarding this statement, please email John Smith at john.smith@state.mn.us.

Bill To:
MINNESOTA MANAGEMENT & BUDGET
658 CEDAR ST
ST PAUL, MN 55155

Statement Number: 2041
Statement Date: December 9, 2014
Account Number: G100100001

Address Change? If yes, Check box
Write correct address on back. →

Statement Total: 10,860.50 USD

Please Remit To:
G100000000-001
400 CENTENNIAL BUILDING
658 CEDAR STREET
ST. PAUL, MN 55155

Amount Remitted _____

G1001 G10010000100000 1 2041ZZZZZZZZZZZZZZZZZZ 1 0001086050

13. Print the PDF file as you would normally and close the window when finished.

Having completed this topic, you should now be able to:

- Create Customer Statements

Creating Customer Statement Notes

Topic Overview

Agencies can create notes that will be printed on customer statements. This requires the AR Receivables Supervisor role. Staff that generates the customer statements will select which note that will appear on the statement, if any.

After completing this topic, you should be able to:

- Create Customer Statement Note

Process Steps

Create Customer Statement Note

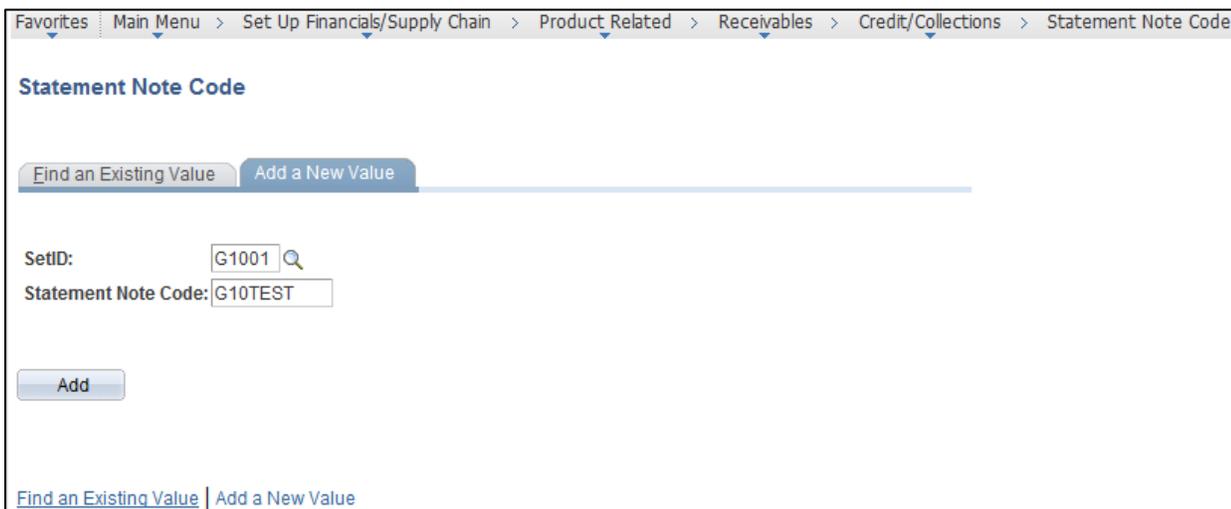
This topic covers creating Statement Notes that can be selected to display on customer statements.

Steps to complete:

Step 1: Create a Customer Statement Note

Begin by navigating to the *Statement Note Code* page.

1. **Navigation Links:** Set Up Financials/Supply Chain, Product Related, Receivables, Credit/Collections, Statement Note Code.
2. Click the **Add New Value** tab.
3. Enter your *SetID* (your *Business Unit*).
4. Enter a *Statement Note Code*. The *Statement Note Code* can be any 10-digit alphanumeric value you choose. The code(s) should be recognizable by staff who generate customer statements and who will need to select these code(s).



The screenshot shows a web browser window with the following breadcrumb navigation: Favorites | Main Menu > Set Up Financials/Supply Chain > Product Related > Receivables > Credit/Collections > Statement Note Code. The page title is "Statement Note Code". There are two tabs: "Find an Existing Value" and "Add a New Value", with the latter being active. Below the tabs, there are two input fields: "SetID:" with the value "G1001" and a search icon, and "Statement Note Code:" with the value "G10TEST". At the bottom left, there is an "Add" button. At the bottom of the page, there are two links: "Find an Existing Value" and "Add a New Value".

5. Click the **Add** button. The *Statement Note* page displays.

[Favorites](#) | [Main Menu](#) > [Set Up Financials/Supply Chain](#) > [Product Related](#) > [Receivables](#) > [Credit/Collections](#) > [Statement Note Code](#)

Statement Note

SetID G1001 Statement Note Code G10TEST

Statement Note Description

*Description

*Text

6. Complete the *Statement Note* page as described below:

Field Name	Field Description
*Description	Enter a description for the note.
*Text	Enter the text that will appear on the statements when this code is selected.

7. Click on the **Save** button.

If you want to edit the Statement Note text, navigate back to the *Statement Code* page, use the **Find an Existing Value** tab to search for and select the existing code, and edit the fields as described above.

Having completed this topic, you should now be able to:

- Create a Customer Statement Note

Reviewing Customer Statements

Topic Overview

You can review customer statements after they have been created using the Review Customer Statements feature. You are able to view all statements for a customer, including the total amount of the statement, the customer's current balance, and the statement type (open or balance forward).

After completing this topic, you should be able to:

- Review Customer Statements

Process Steps

Review Customer Statements

This topic covers reviewing customer statements.

Steps to complete:

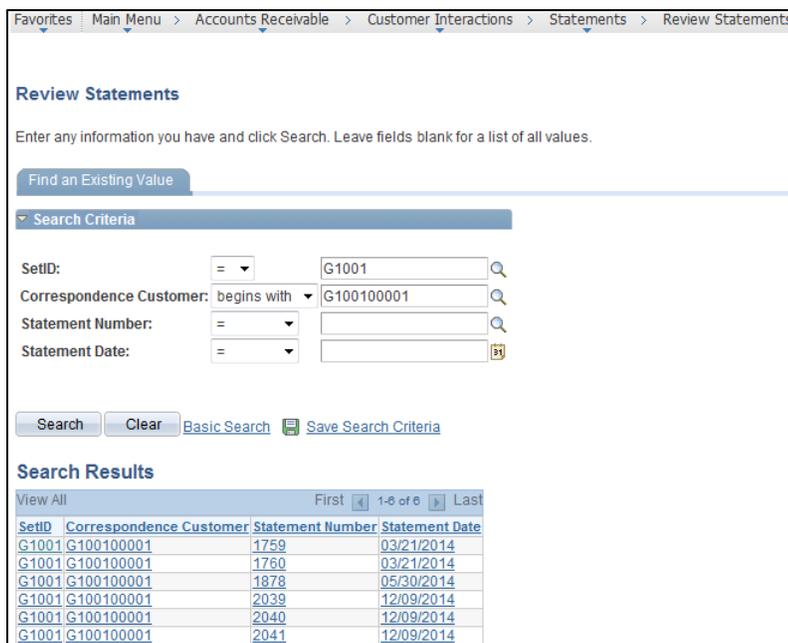
Step 1: Review Customer Statements

Begin by navigating to the *Review Statements* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Statements, Review Statements.
2. Enter criteria on the *Review Statements* page as described below:

Field Name	Field Description
*SetID	Accept the default or enter a <i>SetID</i> (your Business Unit).
Correspondence Customer	Optionally, enter a <i>Correspondence Customer ID</i> or click on the Lookup to search for and select a <i>Correspondence Customer</i> .
Statement Number	Optionally, enter a <i>Statement Number</i> or click on the Lookup to search for and select a <i>Statement Number</i> .
Statement Date	Optionally, enter a <i>Statement Date</i> .

3. Click on the **Search** button.



The screenshot shows the 'Review Statements' search page. It includes a breadcrumb trail: Favorites > Main Menu > Accounts Receivable > Customer Interactions > Statements > Review Statements. Below the title, there is a search instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' A 'Find an Existing Value' button is present. The 'Search Criteria' section contains four fields: 'SetID' (value: G1001), 'Correspondence Customer' (operator: begins with, value: G100100001), 'Statement Number' (value: blank), and 'Statement Date' (value: blank). Below the search criteria are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. The 'Search Results' section shows a table with 6 results, displaying columns for SetID, Correspondence Customer, Statement Number, and Statement Date.

SetID	Correspondence Customer	Statement Number	Statement Date
G1001	G100100001	1759	03/21/2014
G1001	G100100001	1760	03/21/2014
G1001	G100100001	1878	05/30/2014
G1001	G100100001	2039	12/09/2014
G1001	G100100001	2040	12/09/2014
G1001	G100100001	2041	12/09/2014

4. If there is more than one entry in the **Search Results** section, click on an entry in the listing. The *Review Statements* page displays.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Statements > Review Statements

Review Statements

SetID: G1001 Correspondence Customer: G100100001 MINNESOTA MANAGEMENT & BUDGET

Statement Number: 2041 Statement Date: 12/09/2014

Subtotals by Currency and Locations Find | View All | First 1 of 1 | Last

Subtotal:	10,860.50	USD	Current Balance:	10,860.50	USD
Converted Subtotal:	0.000		Converted Current Balance:	0.000	
Location:	1		Balance Forward:	0.000	
Type:	Open Item				

Details Personalize | Find | View 2 | First 1-4 of 4 | Last

Item ID	Line	Item Statement Amount	Item Current Amount	Entry Type	Unit	Customer ID	Short Name	DR
12014-001-07-14	1	10,437.50 USD	10,437.50 USD	IN	G1001	G100100001	MMB	N
2ELD365T1502-1440241	1	130.00 USD	130.00 USD	IN	G1001	G100100001	MMB	N
3ELDDWYB1501-1439282	1	146.50 USD	146.50 USD	IN	G1001	G100100001	MMB	N
4ELDDWYB1501-1439854	1	146.50 USD	146.50 USD	IN	G1001	G100100001	MMB	N

Return to Search | Previous in List | Next in List | Notify

5. Review the statement information included in each section:

Field Name	Field Description
Header	Displays the overall statement information including <i>Statement Number</i> , <i>Correspondence Customer Number</i> and <i>Statement Date</i> .
Subtotals by Currency and Locations	Displays balances, along with the <i>Location</i> and type of statement.
Details	Displays the <i>Item ID</i> , <i>Line</i> , <i>Item Statement Amount</i> , <i>Item Current Amount</i> , <i>Entry Type</i> , <i>Business Unit</i> , <i>Customer ID</i> , and <i>Customer Short Name</i> .

Having completed this topic, you should now be able to:

- View Customer Statements

Reviewing a Last Statement

Topic Overview

The Review a Last Statement enables you to view the last statement for a customer. The *Review a Last Statement* page displays the same information as the *Statements* page.

After completing this topic, you should be able to:

- Review a Last Statement

Process Steps

Review a Last Statement

This topic covers reviewing the last statement created for a customer.

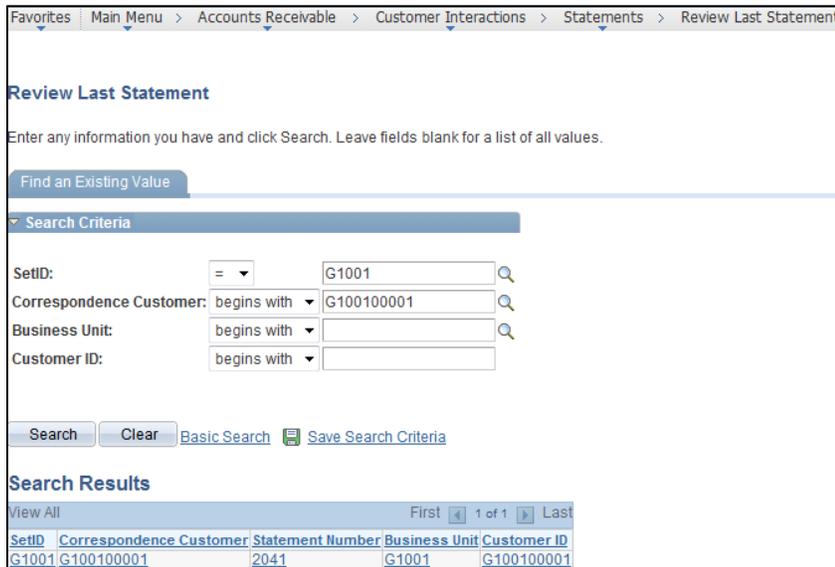
Steps to complete:

Step 1: Review the Last Statement Created for a Customer

Begin by navigating to the *Review Last Statement* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Statements, Review Last Statement.
2. Enter criteria on the *Review Statements* page as described below:

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (your Business Unit).
Correspondence Customer	Optionally, enter a <i>Correspondence Customer ID</i> or click on the Lookup to search for and select a <i>Correspondence Customer</i> .
Business Unit	Enter your <i>Business Unit</i> .
Customer ID	Optionally, enter a <i>Customer ID</i> or click on the Lookup to search for and select <i>Customer ID</i> .



The screenshot shows the 'Review Last Statement' search page. The breadcrumb trail is: Favorites | Main Menu > Accounts Receivable > Customer Interactions > Statements > Review Last Statement. The page title is 'Review Last Statement'. Below the title, it says 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There is a 'Find an Existing Value' button. Under 'Search Criteria', there are four search fields: 'SetID:' with a dropdown set to '=', a text box containing 'G1001', and a search icon; 'Correspondence Customer:' with a dropdown set to 'begins with', a text box containing 'G100100001', and a search icon; 'Business Unit:' with a dropdown set to 'begins with', an empty text box, and a search icon; and 'Customer ID:' with a dropdown set to 'begins with', an empty text box, and a search icon. At the bottom of the search criteria are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'. Below the search criteria is the 'Search Results' section, which includes a 'View All' link, a pagination control showing 'First 1 of 1 Last', and a table with the following data:

SetID	Correspondence Customer	Statement Number	Business Unit	Customer ID
G1001	G100100001	2041	G1001	G100100001

3. Click on the **Search** button. The *Review Statements* page displays.

[Favorites](#) | [Main Menu](#) > [Accounts Receivable](#) > [Customer Interactions](#) > [Statements](#) > [Review Last Statement](#)

Review Last Statement

SetID: G1001 **Correspondence Customer:** G100100001 MINNESOTA MANAGEMENT & BUDGET
Statement Number: 2041 **Statement Date:** 12/09/2014

Subtotals by Currency and Locations [Find](#) | [View All](#) | [First](#) 1 of 1 [Last](#)

Subtotal:	10,860.50	USD	Current Balance:	10,860.50	USD
Converted Subtotal:	0.000		Converted Current Balance:	0.000	
Location:	1		Balance Forward:	0.000	
Type:	Open Item				

Details [Personalize](#) | [Find](#) | [View 2](#) | [First](#) 1-4 of 4 [Last](#)

Item ID	Line	Item Statement Amount	Item Current Amount	Entry Type	Unit	Customer ID	Short Name	DR
12014-001-07-14	1	10,437.50 USD	10,437.50 USD	IN	G1001	G100100001	MMB	N
2ELD365T1502-1440241	1	130.00 USD	130.00 USD	IN	G1001	G100100001	MMB	N
3ELDDWYB1501-1439282	1	146.50 USD	146.50 USD	IN	G1001	G100100001	MMB	N
4ELDDWYB1501-1439854	1	146.50 USD	146.50 USD	IN	G1001	G100100001	MMB	N

[Return to Search](#) [Notify](#)

Note: The “View All” option was selected in the **Details** section to view all of the Items.

4. Review the statement information included in each section:

Field Name	Field Description
Header	Displays the overall statement information including <i>Statement Number</i> , <i>Customer Number</i> and <i>Statement Date</i> .
Subtotals by Currency and Locations	Displays Balances, along with the <i>Location</i> and <i>Type</i> of statement.
Details	Displays the <i>Item ID</i> , <i>Line</i> , <i>Item Statement Amount</i> , <i>Item Current Amount</i> , <i>Entry Type</i> , <i>Business Unit</i> , <i>Customer ID</i> , and <i>Customer Short Name</i> .

Having completed this topic, you should now be able to:

- Review a Customer’s Last Statement



Running the Dunning Letter Process

Topic Overview

You can create Dunning (Late Notice) letters to alert customers of overdue items and expedite the collection of outstanding accounts receivable.

After the Dunning Letter process is run, you will be able to preview, edit, print, review, delete an item, and delete the entire letter.

After completing this topic, you should be able to:

- Run the Dunning Letter Process

Process Steps

Run the Dunning Letter Process

This topic covers running the Dunning Letter Process.

Steps to complete:

Step 1: Run the Dunning Letter Process

Begin by navigating to the *Extract Dunning Letter Info* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Dunning Letters, Extract Dunning Letter Info.
2. Enter an existing *Run Control ID* or add a new *Run Control ID*.
3. Enter parameters on the *Dunning Letters Parameters* page as described below.

Field Name	Field Description
*As of Date	Defaults to the current date. It is important to enter the date you want to use to run the Dunning process. If you don't change the date, the process will run for the date entered in the field. Note: Dunning letters will be created for Open Items that are overdue as of this date.
*SetID	Enter a <i>SetID</i> (usually the same as your <i>Business Unit</i>).
*Unit	Enter your <i>Business Unit</i> .
Customer ID	Optionally, enter a <i>Customer ID</i> to run the process for the customer. If you don't select a <i>Customer ID</i> , the process will run for all customers in the selected <i>Business Unit</i> .
Correspondence Customer	Optionally, enter a <i>Correspondence Customer ID</i> to run the process for the correspondence customer. If you don't select a <i>Correspondence Customer</i> , the process will run for all.
Dunning Group	The field is not used in the State of Minnesota.
Letter Options	Options include: -Use the Severest Dunning Letter -Use Modest Dunning Letter The appropriate letter will be sent. The level of the letter depends on how it was set up. It also is determined according to the information in the customer account.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Extract Dunning Letter Info

Dunning Letters Parameters | Display Currency

Run Control ID: Training | Report Manager | Process Monitor | Run

Language: English

Report Request Parameters

As of Date: 12/09/2014

SetID: G1001 | Minnesota Management & Budget

Unit: G1001 | Minnesota Management & Budget

Customer ID: 0000000001 | Hennepin County Research, Planning & Dev

Correspondence Customer: %

Dunning Group: All Groups

Use Severest Dunning Letter
 Use Modest Dunning Letter

Save | Return to Search | Notify | Refresh | Add | Update/Display

Dunning Letters Parameters | Display Currency

- Click the **Run** button. The *Process Scheduler Request* page displays.
- WARNING!** Select the AR Dunning process.
Note: If you select the Dunning Letters or Dunning for all Levels job, you will not be able to change the text or delete unwanted letters before printing.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Extract Dunning Letter Info

Process Scheduler Request

User ID: TEST_TRN | Run Control ID: Training

Server Name: | Run Date: 12/09/2014

Recurrence: | Run Time: 3:48:59PM | Reset to Current Date/Time

Time Zone: |

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	AR Dunning	AR_DUNNING	Application Engine	Web	TXT	Distribution
<input type="checkbox"/>	Dunning Letters	DUNNING	PSJob	(None)	(None)	Distribution
<input type="checkbox"/>	Dunning for all levels	DUNNINGA	PSJob	(None)	(None)	Distribution

OK | Cancel | Refresh

- Click the **OK** button. You are returned to the *Dunning Letters Parameters* page.
- Click the *Process Monitor* link. The *Process List* page displays.

Favorites | Main Menu > PeopleTools > Process Scheduler > Process Monitor

Process List | Server List

View Process Request For

User ID: TEST_TRN | Type: | Last: | 1 Days | Refresh

Server: | Name: | Instance: 11451981 to 11451981

Run Status: | Distribution Status: | Save On Refresh:

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	11451981		Application Engine	AR_DUNNING	TEST_TRN	12/11/2014 1:25:20PM CST	Success	Posted	Details

Save | Notify

Process List | Server List

8. Click the **Refresh** button until the *Run Status* shows "Success" and the *Distribution* shows "Posted".
9. Next, because this is not a multiple job process, click on the *Details* link to display the *Process Detail* page.
10. Click on the *Message Log* link to view the results of running the Dunning Letter process and make note of the **Dunning ID** (Dunning Number) which you will need for upcoming steps.

Message Log

Process

Instance: 11451981 Type: Application Engine
 Name: AR_DUNNING Description: AR Dunning

Severity	Log Time	Message Text	Explain
10	1:25:51PM	Dunning Application Engine Process. Version: '8.8'.	Explain
10	1:25:52PM	Parameters: As Of Date=2014-12-09, SetID=G1001, Unit=G1001, Customer=000000001, Corresp. Customer=%, Dunning Group=%.	Explain
10	1:25:52PM	Dunning ID=1033.	Explain
10	1:25:55PM	Dunning candidate items count: 8	Explain
10	1:25:55PM	Dunning candidate customer count: 1	Explain
10	1:25:56PM	Items deleted from Dunning: 1	Explain
10	1:25:57PM	Item deleted from dunning: 0	Explain
10	1:25:59PM	Total 1 customers with 7 items selected for dunning	Explain
10	1:26:00PM	Dunning Application Engine process complete.	Explain
10	1:26:03PM	Report Repository URL is: http://reports.swift.state.mn.us:7181/SchedulerTransfer/fms91gq (63,68)	Explain
10	1:26:03PM	Transferred file: R:\psreports\FMS91GQ\20141211\10404798\AE_AR_DUNNING_11451981.log file size: 0KB (63,53)	Explain
10	1:26:03PM	File transfer successful. Success (63,52)	Explain
10	1:26:03PM	Successful Http Reply Code: 200 - OK (63,57)	Explain
10	1:26:03PM	Published message with ID 8bc65602-816b-11e4-8016-daed48bdda4c to create entry in folder GENERAL.	Explain
10	1:26:03PM	Successfully posted generated files to the report repository	Explain

[Return](#)



- In this example, the Dunning Number = 1033. It will be helpful to make note of the Dunning Number for future reference when previewing, printing, reviewing and deleting a Dunning Letter.
- It is also important to see the total number of customers it picked up. In this example, it picked up 1 customer.
- If you did not set the parameters to run for a specific customer, and only entered the *Business Unit*, it would have picked up all the customers for the *Business Unit* you entered.

After you have successfully run the Dunning Letter process, refer to the upcoming topics to preview, edit, and print the Dunning Letter(s).

Having completed this topic, you should now be able to:

- Run the Dunning Letter Process

Previewing, Editing and Deleting a Dunning Letter

Topic Overview

The Preview Dunning Letters feature enables you to preview a dunning letter, edit the text and delete a dunning letter.

After completing this topic, you should be able to:

- Preview and Edit a Dunning Letter

Process Steps

Preview a Dunning Letter

In this topic, you will preview a Dunning Letter. You will view the letter content and edit the text.

Steps to complete:

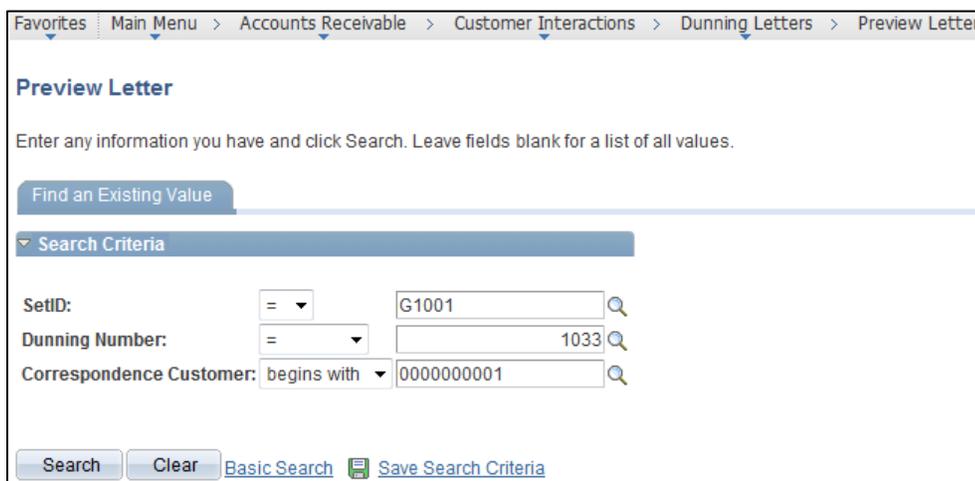
- Step 1: View the Letter Preview page
- Step 2: View and Edit the Letter on the Letter Editing tab
- Step 3: Delete the Dunning Letter (Optional)

Step 1: View the Letter Preview page

Begin by navigating to the *Preview Letter* page.

1. **Navigation Links:** Customer Interactions, Dunning Letters, Preview Letter
2. Enter your search criteria on the *Preview Letter* page

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (usually your Business Unit).
*Dunning Number	Enter the <i>Dunning Number</i> (available from the Message Log of the Dunning Letter Process) Also called the <i>Dunning ID</i> .
Correspondence Customer	Enter a <i>Correspondence Customer ID</i> to run the process for the Correspondence Customer.



3. Click on the **Search** button.
4. If more than one entry displays in the **Search Results** section, click on the link for the Dunning Letter you want to preview. The *Letter Preview* page displays.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Preview Letter

Letter Preview | Letter Editing

SetID: G1001 Customer: 0000000001 Name: Hennepin County Research, Planning & Dev

Dunning Letter Generated and Not Printed Find | View All First 1 of 1 Last

Unit: G1001 Dunning Number: 1033 [Delete Letter](#)

Date: 12/09/2014 Letter: 1 Sequence: 1

Country: USA United States

Address 1:

Address 2:

Address 3:

City:

County: Postal:

State: Minnesota

[Save](#) [Return to Search](#) [Notify](#) [Previous tab](#) [Next tab](#)

[Letter Preview](#) | [Letter Editing](#)

- View Customer Information on the *Letter Preview* page including *SetID*, *Customer ID* and *Name*, the *Dunning Number*, *Date*, *Letter Code*, *Sequence* and customer address information.

Note: Sequence refers to the order of dates the letters were generated.

- Click the **Letter Editing** tab.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Preview Letter

Letter Preview | Letter Editing

SetID: G1001

Correspondence Customer: 0000000001 Date Last Modification:

Dunning Number: 1033 User ID: TEST_TRN

Letter Code: Sequence: 1 Dunning Date: 12/09/2014 [Edit](#)

Dunning Letter Text:

[Save](#) [Return to Search](#) [Notify](#) [Previous tab](#) [Next tab](#)

[Letter Preview](#) | [Letter Editing](#)

- View additional information including the *Date Last Modified* which indicates whether the letter has been modified and the date it was modified. In this example, the letter has not been modified previously.

- Optionally, click on the **Edit** button and the *Dunning Letter Text* field becomes available for editing. You can edit the default text or create new text.

8. Optionally, click on the *Letter Code Lookup* to select a different Letter. Options include:

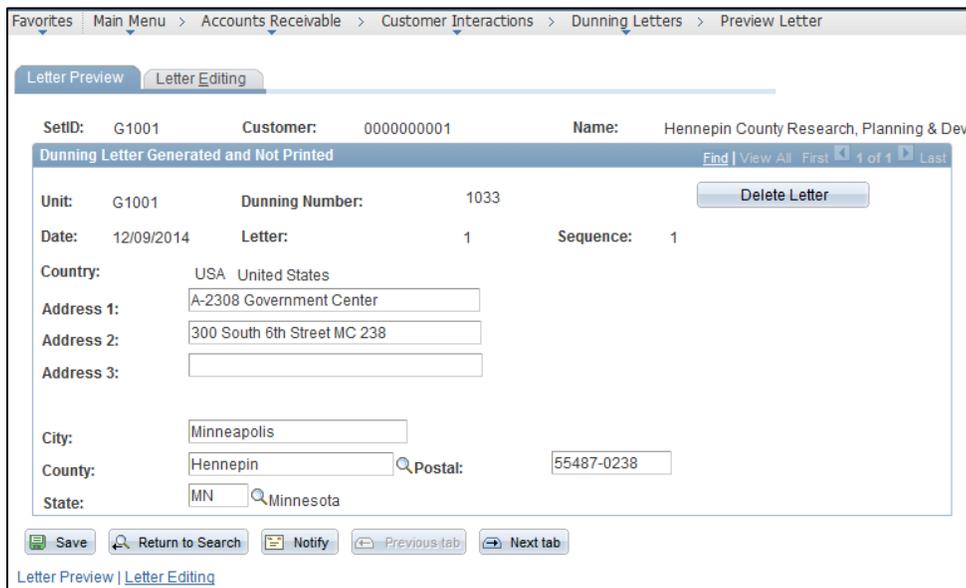
Letter Code	Letter Name	Default Text
1	First Letter	This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.
2	Second Letter	Please be advised that your account is now in a delinquent status and further action could be taken if a payment from you is not received in the next ten days.
3	Last Letter	Please be advised that we have not received any correspondence from you regarding your delinquent account after repeated notifications, therefore we have turned your account to a collection agency.
F	Follow Up Letter	User-defined text.

9. Click the **Save** button.

Note: the *Date Last Modification* field is updated after you save.

Step 3: Delete a Dunning Letter (Optional)

You can optionally, delete a Dunning Letter.



The screenshot shows a web application interface for 'Letter Preview'. At the top, there is a breadcrumb trail: 'Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Preview Letter'. Below this, there are two tabs: 'Letter Preview' (selected) and 'Letter Editing'. The main content area displays details for a specific letter: 'SetID: G1001', 'Customer: 0000000001', and 'Name: Hennepin County Research, Planning & Dev'. A table titled 'Dunning Letter Generated and Not Printed' shows one entry with 'Unit: G1001', 'Dunning Number: 1033', 'Date: 12/09/2014', 'Letter: 1', and 'Sequence: 1'. A 'Delete Letter' button is positioned to the right of this entry. Below the table, there are several input fields for address and location information, including 'Country: USA United States', 'Address 1: A-2308 Government Center', 'Address 2: 300 South 6th Street MC 238', 'City: Minneapolis', 'County: Hennepin', 'Postal: 55487-0238', and 'State: MN Minnesota'. At the bottom of the form, there are buttons for 'Save', 'Return to Search', 'Notify', 'Previous tab', and 'Next tab'.

1. From the **Letter Preview** tab, click on the **Delete Letter** button.

Having completed this topic, you should now be able to:

- Preview, Edit or Delete a Dunning Letter

Deleting an Item in a Dunning Letter

Topic Overview

The *Delete Item on Letter* page enables you to view and delete an Item on a *Dunning Letter*.

After completing this topic, you should be able to:

- Delete an Item on a Dunning Letter

Process Steps

Delete an Item in a Dunning Letter

This topic covers deleting an Item on a Dunning Letter.

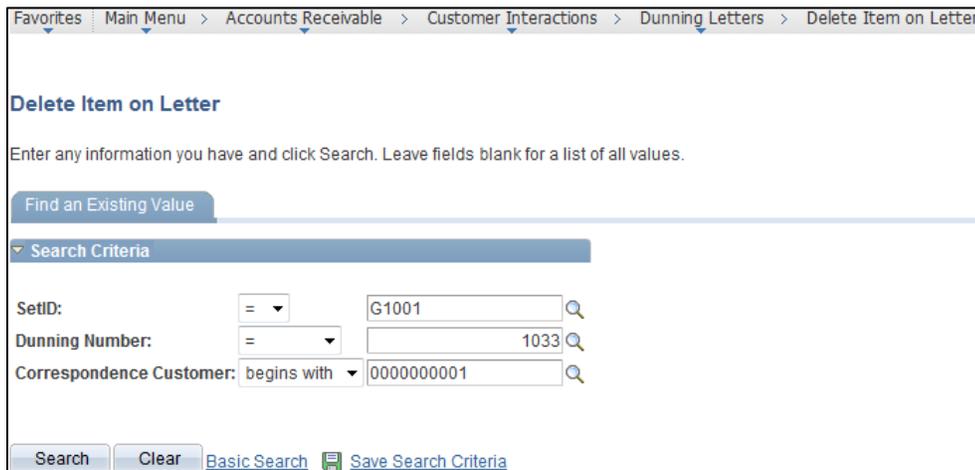
Steps to complete:

Step 1: Delete an Item on a Dunning Letter

Begin by navigating to the *Delete Item on Letter* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions link, Dunning Letters, Delete Item on Letter.
2. At the *Delete Item on Letter* page, enter your search criteria.

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (usually your Business Unit).
*Dunning Number	Enter the <i>Dunning Number</i> (available from the Message Log of the Dunning Letter Process). Also called the <i>Dunning ID</i> .
Correspondence Customer	Enter a <i>Customer ID</i> to run the process for the customer.



The screenshot shows a web browser window with the following breadcrumb trail: Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Delete Item on Letter. The page title is "Delete Item on Letter". Below the title, there is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." A blue button labeled "Find an Existing Value" is present. A "Search Criteria" section is expanded, showing three search fields: "SetID:" with a dropdown set to "=" and a text box containing "G1001"; "Dunning Number:" with a dropdown set to "=" and a text box containing "1033"; and "Correspondence Customer:" with a dropdown set to "begins with" and a text box containing "0000000001". Each text box has a magnifying glass icon. At the bottom, there are buttons for "Search", "Clear", "Basic Search", and "Save Search Criteria".

3. Click the **Search** button. The *Dunning Preview Delete Item* page displays.
4. In the **Dunning Letter Generated and Not Printed** section, click on the **Delete Item** checkbox to select the Item Line you want to delete.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Delete Item on Letter

Dunning Preview Delete Item

SetID: G1001 Business Unit: G1001
 Customer: 0000000001 Hennepin County Research, Planning & Dev
 Dunning Number: 1033
 Dunning Date: 12/09/2014 Dunning Method: Dunning by Days
 Letter Code: 1

Dunning Letter Generated and Not Printed Personalize | Find | View All | First 1-7 of 7 Last

	Delete Item	Sequence	Item ID	Item Line	Item Balance	Currency	Overdue Charges
1	<input checked="" type="checkbox"/>		1 00000223165	1	300.00	USD	
2	<input type="checkbox"/>		1 990000001	1	300.00	USD	
3	<input type="checkbox"/>		1 990000003	1	750.00	USD	
4	<input type="checkbox"/>		1 990000004	1	300.00	USD	
5	<input type="checkbox"/>		1 990000004	2	3000.00	USD	
6	<input type="checkbox"/>		1 990000010	1	750.00	USD	
7	<input type="checkbox"/>		1 990000020	1	750.00	USD	

- Click the **Save** button.
- After saving the deleting action, this message will appear to confirm your decision to delete the Item. Click the **Yes** button.
Note: The State of Minnesota is not using the dunning by level method.

Message

Are you sure you want to delete the selected items from dunning letter? (6835,16)

The items checked for deletion will not be printed on dunning letter. Also the associated dunning date, dunning sequence, and letter code will be rolled back to previous values of dunning process. If there is no previous dunning, they will be reset. This affects the ones using dunning by level method only.

- Click the **Save** button.

Having completed this topic, you should now be able to:

- Delete an Item in a Dunning Letter



Printing a Dunning Letter

Topic Overview

You can print Dunning Letters after reviewing them. The Dunning *Letter Print* page defines the Print selection criteria for the Dunning Letter Print process. A *Dunning Number* is a required field. This is also called the *Dunning ID*. The next step is to run the Print Letter process.

After completing this topic, you should be able to:

- Print a Dunning Letter

Process Steps

Print a Dunning Letter

This topic covers printing a Dunning Letter after it has been previewed and is ready to be printed.

Steps to complete:

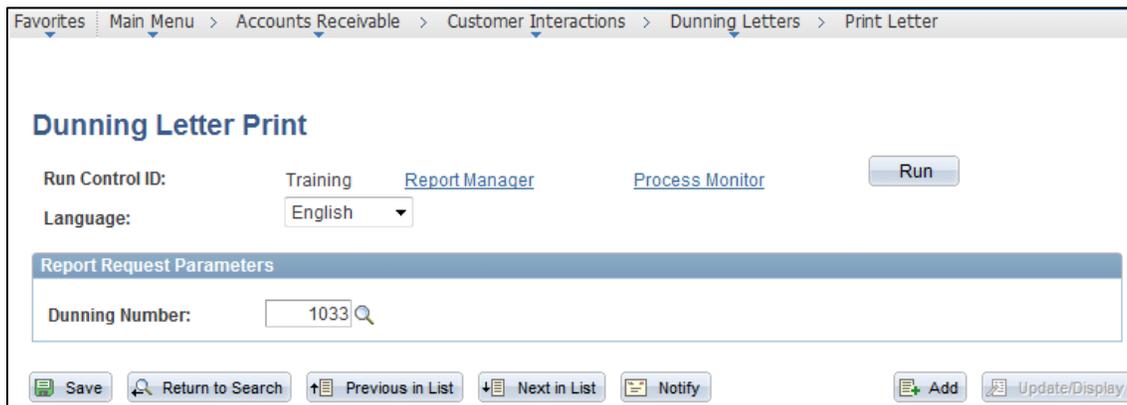
- Step 1: Run the Dunning Letter Print Process
- Step 2: Navigate to the Report Manager to View and Print the Dunning Letters

Step 1: Run the Dunning Letter Print Process

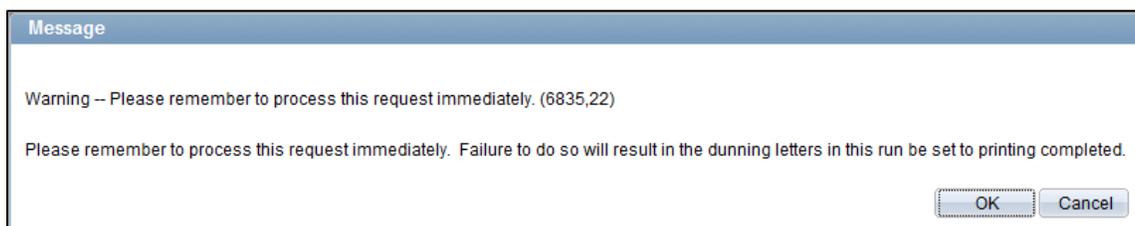
You will navigate to the *Print Letter* page to print Dunning letters.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Dunning Letters, Print Letter.
2. At the *Print Letter* page, enter an existing *Run Control ID* or add a new *Run Control ID*.
3. At the *Dunning Letter Print* page, make sure to update/enter the *Dunning Number* for the Dunning Letter you want to print.

Note: From the *Dunning Number Lookup* page, you are able to see if this Dunning Letter has been printed before.



4. Click the **Save** button. A warning message displays requesting that you run this process immediately.



5. Click the **OK** button.

6. Click on the **Run** button.
7. Select the “**Dunning for all Levels**” process.
 - The Dunning for All Levels process (DUNNINGA), which is a multi-process job, runs both the AR Dunning process and then the Dunning Letter All Levels report (AR33000 or AR33A00) in one step.
 - If you run the Dunning or Dunning for All Levels multi-process jobs, you cannot change the text or delete unwanted letters before printing.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Delete Item on Letter > Print Lett

Process Scheduler Request

User ID: TEST_TRN Run Control ID: Training

Server Name: Run Date: 12/11/2014

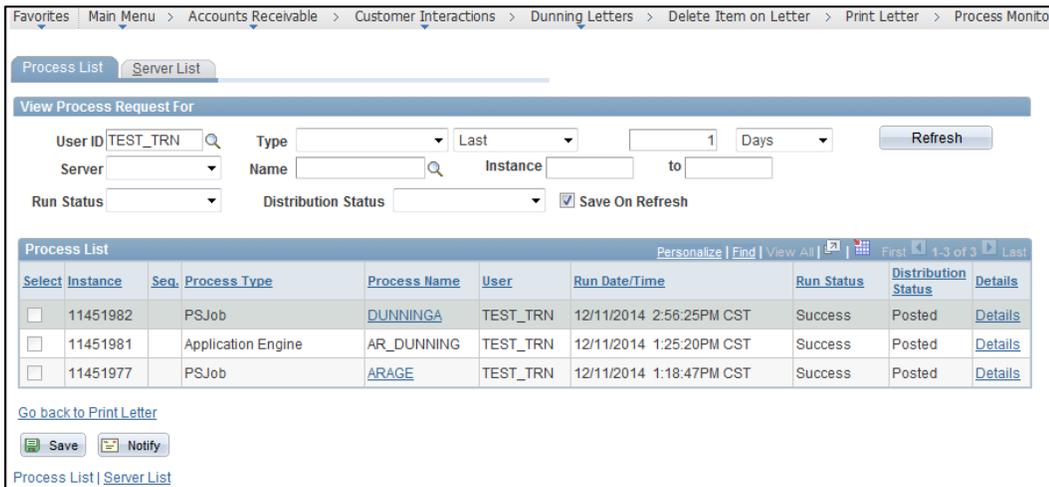
Recurrence: Run Time: 2:56:25PM

Time Zone:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	Dunning Letters - All Levels	AR33000	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Level One Dunning Letter	AR33001-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Level Two Dunning Letter	AR33002-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Level Three Dunning Letter	AR33003-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Control Report	AR33005-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Preview Report	AR33006-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Letters - All w/Agiro	AR33A00	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Level One Dunning w/Agiro	AR33A01-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Level Two Dunning w/Agiro	AR33A02-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Level Three Dunning w/Agiro	AR33A03-	Crystal	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Letters - All Levels	ARX33000	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level One Dunning Letter	ARX33001	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Two Dunning Letter	ARX33002	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Three Dunning Letter	ARX33003	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Control Report	ARX33005	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Letter Preview Report	ARX33006	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Letters - All w/Agiro	ARX33A00	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level One Dunning w/Agiro	ARX33A01	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Two Dunning w/Agiro	ARX33A02	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Level Three Dunning w/Agiro	ARX33A03	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Dunning Letters	DUNNING	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	Dunning for all levels	DUNNINGA	PSJob	(None)	(None)	Distribution

8. Click the **OK** button. You are returned to the *Dunning Letter Print* page.
9. Click the *Process Monitor* link.
10. Click the “**DUNNINGA**” link in the Process Name column for the Dunning Letter process that you ran.

Note: It is best practice to click on the process link to refresh rather than remaining on this page.



Process List | Server List

View Process Request For

User ID: TEST_TRN, Type: [Dropdown], Last: [Dropdown], [Input] 1 Days, Refresh

Server: [Dropdown], Name: [Input], Instance: [Input] to [Input]

Run Status: [Dropdown], Distribution Status: [Dropdown], Save On Refresh

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	11451982		PSJob	DUNNINGA	TEST_TRN	12/11/2014 2:56:25PM CST	Success	Posted	Details
<input type="checkbox"/>	11451981		Application Engine	AR_DUNNING	TEST_TRN	12/11/2014 1:25:20PM CST	Success	Posted	Details
<input type="checkbox"/>	11451977		PSJob	ARAGE	TEST_TRN	12/11/2014 1:18:47PM CST	Success	Posted	Details

Go back to Print Letter

Save Notify

Process List | [Server List](#)

11. At the *Process Detail* page, view whether the process was successful. You can click on the **Refresh** button to refresh the page.



Process Detail

Process Name: DUNNINGA Refresh

Main Job Instance: 11451982

Left | Right

- [11451982 - DUNNINGA Success](#)
- [11451983 - AR_DUNNING Success](#)
- [11451984 - AR33000 Success](#)
- [11451985 - ARX33000 Success](#)

Return

- Click on the **Return** button.
- Click on the **Go Back to Print Letter** link. You are returned to the *Dunning Letter Print* page.
- Click on the *Report Manager* link.
- Click on the **Administration** tab of the Report Manager.
- Click the "**ARX33000_ARX33000.pdf**" link in the **Description** column for the process that you ran.
- The PDF file displays in a new window.

The print screen below is from the SWIFT training environment. The actual letter run from the Production environment will not say Oracle. It will have the State of Minnesota logo and the word "Late Notice" will be displayed on the letter.



ORACLE

12/9/2014

Hennepin County Research, Planning & Dev
A-2308 Government Center
300 South 6th Street MC 238
Minneapolis, MN, 55487-0238

Dear Valued Customer

This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.

Business Unit Sequence	G1001 Item	Customer Line	0000000001 Entry Type/Reason	Hennepin Balance		Overdue Charges	Due Date	Accounting Date	Days Late
1	00000223165	1	IN	300.00	USD	0.00	11/13/2014	10/14/2014	26
2	990000001	1	IN	300.00	USD	0.00	10/11/2014	9/11/2014	59
2	990000003	1	IN	750.00	USD	0.00	10/11/2014	9/11/2014	59
2	990000004	1	IN	300.00	USD	0.00	12/3/2014	11/3/2014	6
2	990000004	2	IN	3,000.00	USD	0.00	12/3/2014	11/3/2014	6
2	990000010	1	IN	750.00	USD	0.00	10/19/2014	9/19/2014	51
2	990000020	1	IN	750.00	USD	0.00	12/3/2014	11/3/2014	6

6,150.00	USD	00.0000
6,150.00	USD	

Please remit payment to me immediately

G100000000-001
400 CENTENNIAL BUILDING
658 CEDAR STREET
ST. PAUL, MN, 55155

please feel free to call if you have any questions regarding your account.
651/259-3744

18. Print or save the file as you would normally.

19. Close the window to return to the Report Manager.

Having completed this topic, you should now be able to:

- Print a Dunning Letter

Deleting a Dunning Letter

Topic Overview

The Delete Letter page enables you to delete an entire Dunning letter. You are also able to delete a Dunning letter using the Preview Dunning Letter feature.

After completing this topic, you should be able to:

- Delete a Dunning Letter

Process Steps

Delete a Dunning Letter

This topic covers deleting a Dunning Letter.

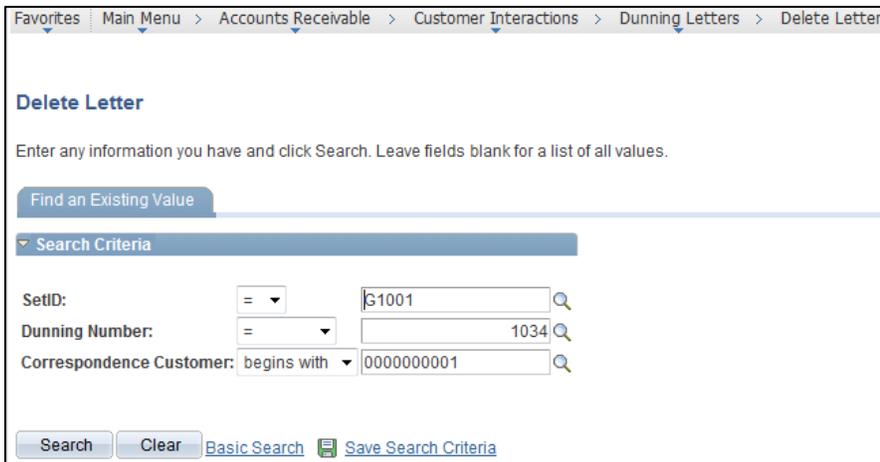
Steps to complete:

Step 1: Delete a Dunning Letter

Begin by navigating to the *Delete Letter* page.

1. **Navigation Links:** Customer Interactions, Dunning Letters, Delete Letter
2. Enter your search criteria on the *Delete Letter* page.

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (usually the same as your <i>Business Unit</i>).
*Dunning Number	Enter the <i>Dunning Number</i> (available from the Message Log of the Dunning Letter Process). Also called the <i>Dunning ID</i> .
Correspondence Customer	Enter a <i>Customer ID</i> to run the process for the customer.



The screenshot shows a web browser window with the address bar displaying: Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Delete Letter. The page title is "Delete Letter". Below the title, there is a search instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." A blue button labeled "Find an Existing Value" is visible. Underneath, a "Search Criteria" section is expanded, showing three search fields: "SetID:" with a dropdown set to "=" and a text box containing "G1001"; "Dunning Number:" with a dropdown set to "=" and a text box containing "1034"; and "Correspondence Customer:" with a dropdown set to "begins with" and a text box containing "0000000001". At the bottom of the search criteria section, there are buttons for "Search", "Clear", "Basic Search", and "Save Search Criteria".

3. Click on the **Search** button.
4. If more than one entry displays in the *Search Results*, click on the link for the Dunning Letter you want to preview. The *Dunning Letter Review* page displays.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Delete Letter

New

Dunning Letter Review

SetID: G1001 Customer: 0000000001 Hennepin County Research, Planning & Dev

Dunning Number: 1034

Letter Code: 1

Date: 12/09/2014

Dunning Sequence Number: 2

Dunning Letter Generated and Printed								Personalize	Find	View All	First	1-7 of 7	Last
Business Unit	Delete Letter	Delete Item	Item ID	Item Line	Current Item Amount	Currency	Overdue Charges						
1 G1001	N	N	00000223165	1	300.00	USD							
2 G1001	N	N	990000001	1	300.00	USD							
3 G1001	N	N	990000003	1	750.00	USD							
4 G1001	N	N	990000004	1	300.00	USD							
5 G1001	N	N	990000004	2	3000.00	USD							
6 G1001	N	N	990000010	1	750.00	USD							
7 G1001	N	N	990000020	1	750.00	USD							

- Click the **Delete** button. You will receive the message to confirm that you want to delete the Dunning Letter for a particular customer.

Note: The State of Minnesota is not using the dunning by level method.

Message

Are you sure you want to delete this letter for customer 0000000001? (6835,15)

The letter was printed. If you chose to delete now, the items on this letter will be selected again using the same dunning sequence you are about to delete when dunning process is run next time. This only affects the letters produced with dunning by level method.

- Click the **Yes** button.
- Click the **Save** button.
- Optionally, click on the **Return to Search** button and search for the Dunning Letter you deleted. If the letter does not display in the **Search Results** section, it is confirmation that the letter was deleted.

Having completed this topic, you should now be able to:

- Delete a Dunning Letter

Reviewing History of Letters

Topic Overview

The *Review History of Letters* page enables you to view a list of Dunning letters by customer.

After completing this topic, you should be able to:

- Review a History of Letters
- View Dunning Letter details
- View Dunning Letter content

Process Steps

Review History of Dunning Letters

This topic covers reviewing a history of Dunning Letters.

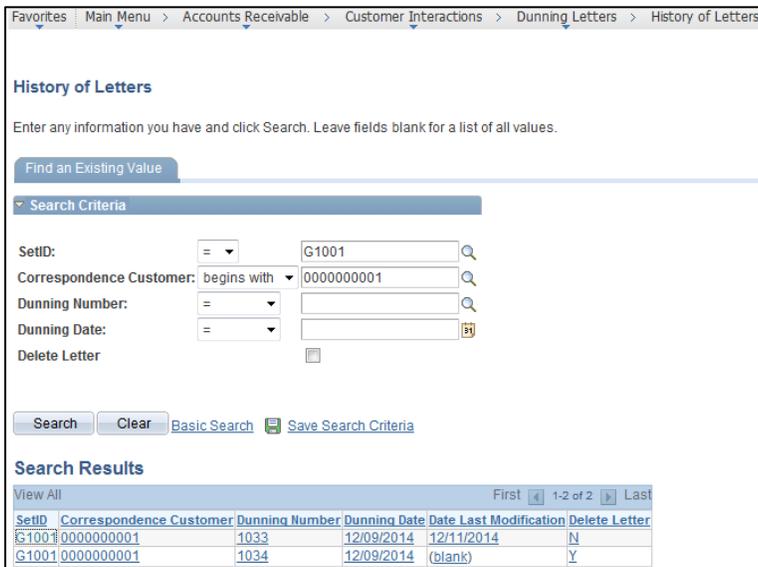
Steps to complete:

Step 1: Review History of Dunning Letters

Begin by navigating to the *History of Letters* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Dunning Letters, History of Letters.
2. Enter your search criteria on the *History of Letters* page.

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (usually the same as your Business Unit).
Correspondence Customer ID	Enter a <i>Correspondence Customer ID</i> or search for and select a <i>Correspondence Customer ID</i> .
Dunning Number	Enter the <i>Dunning Number</i> (available from the Message Log of the Dunning Letter Process). Also called a <i>Dunning ID</i> .
Dunning Date	Enter a <i>Dunning Date</i> .
Delete Letter	Click on the <i>Delete Letter</i> checkbox to limit your results to deleted letters.



History of Letters

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

SetID: = G1001

Correspondence Customer: begins with 0000000001

Dunning Number: =

Dunning Date: =

Delete Letter

Search Clear Basic Search Save Search Criteria

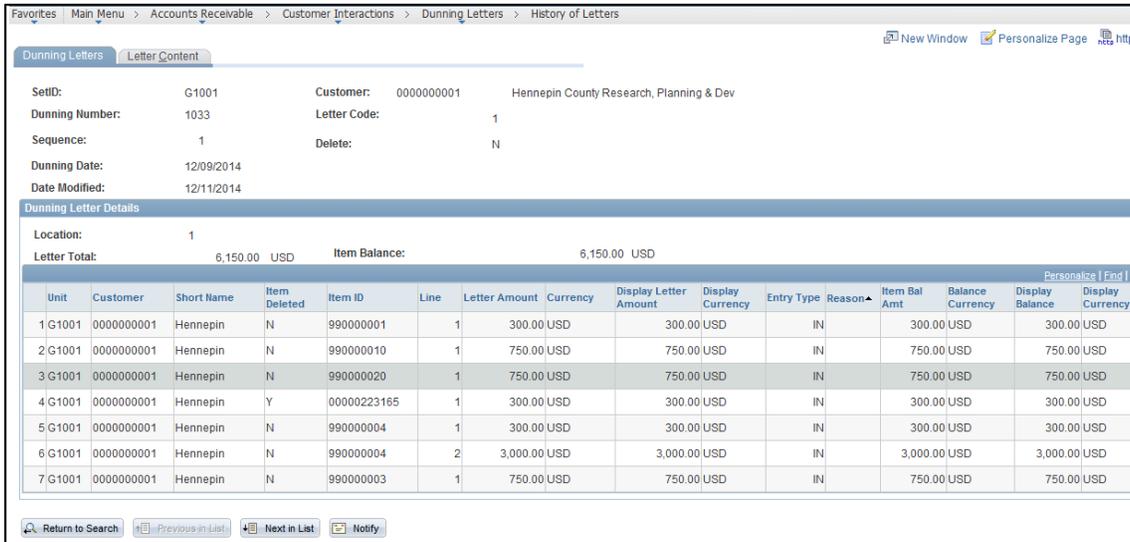
Search Results

View All First 1-2 of 2 Last

SetID	Correspondence Customer	Dunning Number	Dunning Date	Date Last Modification	Delete Letter
G1001	0000000001	1033	12/09/2014	12/11/2014	N
G1001	0000000001	1034	12/09/2014	(blank)	Y

3. Click the **Search** button.

- If more than one entry is listed in the **Search Results** section, click on the link for the Dunning Letter you want to view. The *Dunning Letters* page displays.



Header Information:

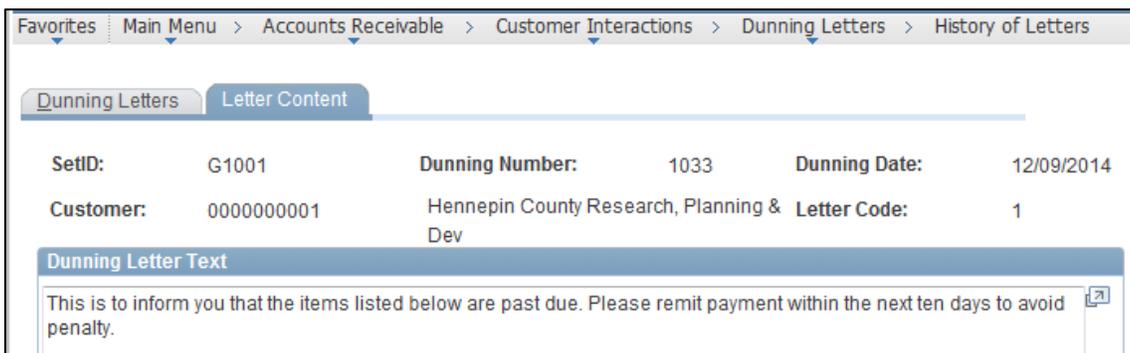
- SetID: G1001 Customer: 000000001 Hennepin County Research, Planning & Dev
- Dunning Number: 1033 Letter Code: 1
- Sequence: 1 Delete: N
- Dunning Date: 12/09/2014
- Date Modified: 12/11/2014

Dunning Letter Details:

- Location: 1
- Letter Total: 6,150.00 USD Item Balance: 6,150.00 USD

Unit	Customer	Short Name	Item Deleted	Item ID	Line	Letter Amount	Currency	Display Letter Amount	Display Currency	Entry Type	Reason	Item Bal Amt	Balance Currency	Display Balance	Display Currency
1	G1001	000000001	Hennepin	N	990000001	1	300.00	USD	300.00	USD	IN	300.00	USD	300.00	USD
2	G1001	000000001	Hennepin	N	990000010	1	750.00	USD	750.00	USD	IN	750.00	USD	750.00	USD
3	G1001	000000001	Hennepin	N	990000020	1	750.00	USD	750.00	USD	IN	750.00	USD	750.00	USD
4	G1001	000000001	Hennepin	Y	00000223165	1	300.00	USD	300.00	USD	IN	300.00	USD	300.00	USD
5	G1001	000000001	Hennepin	N	990000004	1	300.00	USD	300.00	USD	IN	300.00	USD	300.00	USD
6	G1001	000000001	Hennepin	N	990000004	2	3,000.00	USD	3,000.00	USD	IN	3,000.00	USD	3,000.00	USD
7	G1001	000000001	Hennepin	N	990000003	1	750.00	USD	750.00	USD	IN	750.00	USD	750.00	USD

- View Dunning Letter information in the header section, including *Dunning Number*, *Sequence*, *Dunning Date*, *Date Modified*, *Letter Code*, and whether the letter has been deleted.
- View the **Dunning Letter Details** section, you are able to view:
 - Location*, *Letter Total* and *Item Balance*
 - Row*, *Business Unit*, *Customer ID* and *Customer Short Name*, *Item Deleted*, *Item ID*, *Item Line Number*, *Letter Amount*, *Entry Type*, *Reason*, *Item Balance*, and *Overdue Charges*
- Click in the **Grid** icon to load the information to an Excel spreadsheet.
- Click the **Letter Content** tab. You are able to view but not edit text.



Header Information:

- SetID: G1001 Dunning Number: 1033 Dunning Date: 12/09/2014
- Customer: 000000001 Hennepin County Research, Planning & Dev Letter Code: 1

Dunning Letter Text:

This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.

Having completed this topic, you should now be able to:

- Review History of Letters

Reviewing a Last Letter

Topic Overview

The *Last Letter* page enables you to review the last letter for a customer that the Dunning Letter process has generated.

After completing this topic, you should be able to:

- Review the Last Dunning Letter

Process Steps

Review a Last Letter

This topic covers reviewing the last Dunning Letter for a customer that the Dunning Letter process has generated.

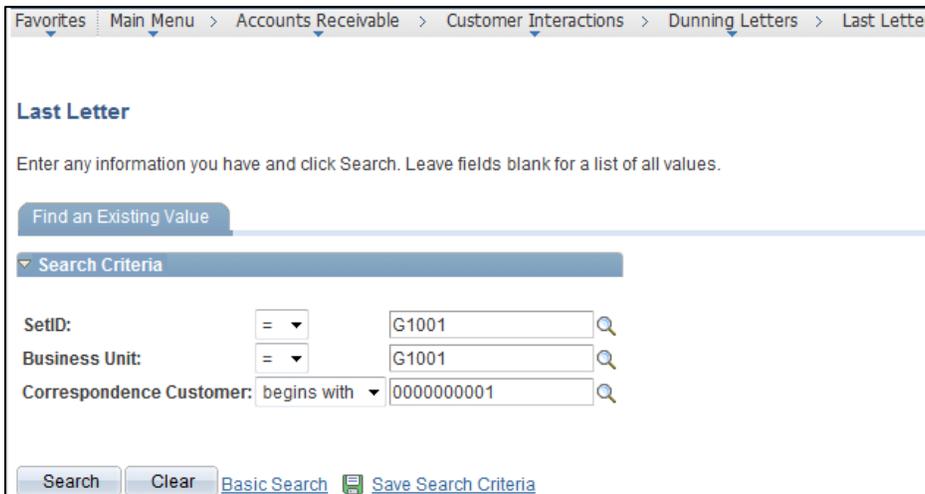
Steps to complete:

Step 1: Review the Last Dunning Letter Generated for a Customer

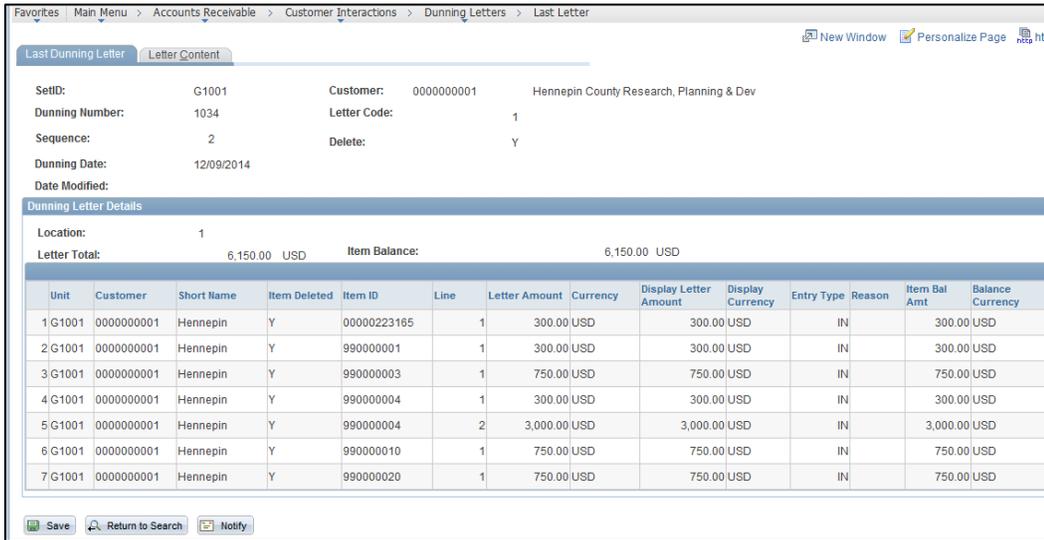
Begin by navigating to the *Last Letter* page.

1. **Navigation Links:** Accounts Receivable, Customer Interactions, Dunning Letters, Last Letter.
2. At the *Last Letter* page, enter your search criteria.

Field Name	Field Description
*SetID	Enter a <i>SetID</i> (usually the same as your Business Unit).
*Business Unit	Enter the <i>Business Unit</i> .
Correspondence Customer	Enter a <i>Customer Correspondence ID</i> to run the process for the <i>Correspondence Customer</i> .



3. Click the **Search** button. The search automatically brings you to the *Last Dunning Letter* page.



Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Last Letter

Last Dunning Letter | Letter Content

SetID: G1001 Customer: 000000001 Hennepin County Research, Planning & Dev
 Dunning Number: 1034 Letter Code: 1
 Sequence: 2 Delete: Y
 Dunning Date: 12/09/2014
 Date Modified:

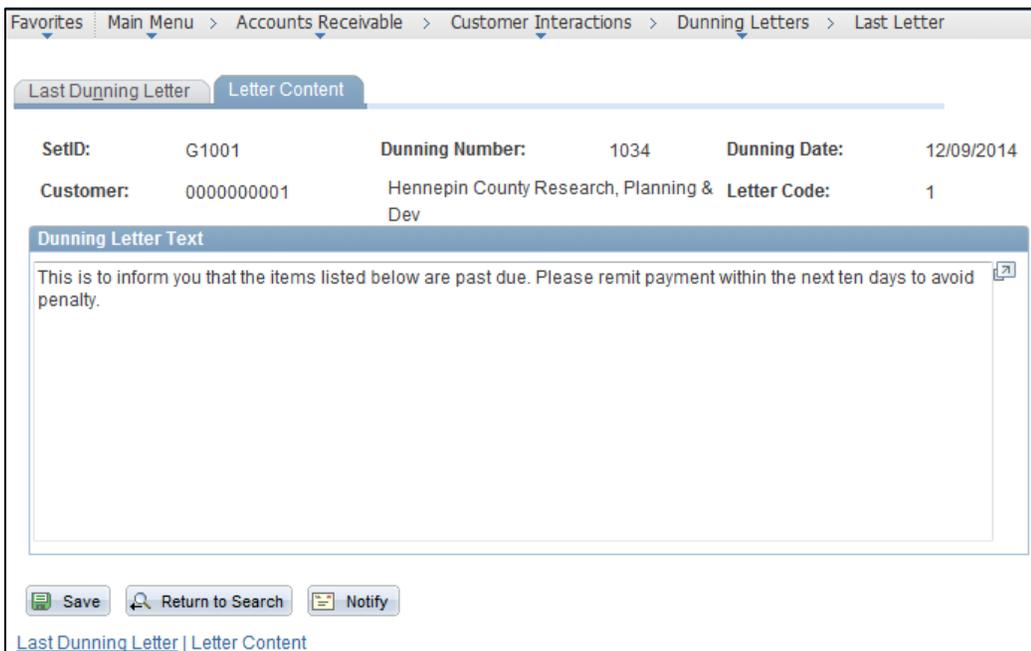
Dunning Letter Details

Location: 1
 Letter Total: 6,150.00 USD Item Balance: 6,150.00 USD

Unit	Customer	Short Name	Item Deleted	Item ID	Line	Letter Amount	Currency	Display Letter Amount	Display Currency	Entry Type	Reason	Item Bal Amt	Balance Currency
1 G1001	000000001	Hennepin	Y	00000223165	1	300.00	USD	300.00	USD	IN		300.00	USD
2 G1001	000000001	Hennepin	Y	990000001	1	300.00	USD	300.00	USD	IN		300.00	USD
3 G1001	000000001	Hennepin	Y	990000003	1	750.00	USD	750.00	USD	IN		750.00	USD
4 G1001	000000001	Hennepin	Y	990000004	1	300.00	USD	300.00	USD	IN		300.00	USD
5 G1001	000000001	Hennepin	Y	990000004	2	3,000.00	USD	3,000.00	USD	IN		3,000.00	USD
6 G1001	000000001	Hennepin	Y	990000010	1	750.00	USD	750.00	USD	IN		750.00	USD
7 G1001	000000001	Hennepin	Y	990000020	1	750.00	USD	750.00	USD	IN		750.00	USD

Save | Return to Search | Notify

- View Dunning Letter information in the header section, including *Dunning Number*, *Sequence*, *Dunning Date*, *Date Modified*, *Letter Code*, and whether the letter has been deleted.
- View the Dunning Letter Details section, where you are able to view:
 - Location*, *Letter Total* and *Item Balance*
 - Row*, *Business Unit*, *Customer ID* and *Customer Short Name*, *Item Deleted*, *Item ID*, *Item Line Number*, *Letter Amount*, *Entry Type*, *Reason*, *Item Balance*, and *Overdue Charges*
- Click the **Letter Content** tab. You are able to view but not edit text.



Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Last Letter

Last Dunning Letter | Letter Content

SetID: G1001 Dunning Number: 1034 Dunning Date: 12/09/2014
 Customer: 000000001 Hennepin County Research, Planning & Dev Letter Code: 1

Dunning Letter Text

This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.

Save | Return to Search | Notify

[Last Dunning Letter](#) | [Letter Content](#)

Having completed this topic, you should now be able to:

- Review Last Dunning Letter



Reviewing Item Dunning Status

Topic Overview

The Dunning Status page enables you to review the dunning status for items.

After completing this topic, you should be able to:

- Review Item Dunning Status

Process Steps

Review Item Dunning Status

This topic covers reviewing an Item Dunning Status.

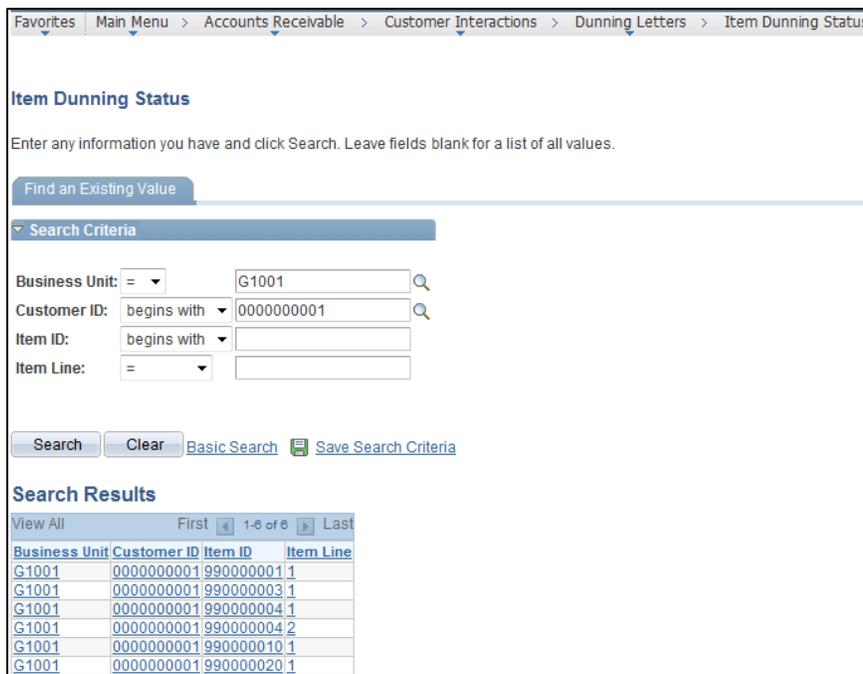
Steps to complete:

Step 1: Review Item Dunning Status

Begin by navigating to the Item *Dunning Status* page.

1. **Navigation Links:** Account Receivable, Customer Interactions, Dunning Letters, Item Dunning Status.
2. At the *Item Dunning Status* page, enter your search criteria for the Item you want to view.

Field Name	Field Description
*Business Unit	Enter a <i>SetID</i> (usually the same as your Business Unit).
Customer ID	Enter a <i>Customer ID</i> or search for and select a <i>Customer ID</i> .
Item ID	Enter an <i>Item ID</i> or search for and select an <i>Item ID</i> .
Item Line	Enter an <i>Item Line</i> or search for and select an <i>Item Line</i> .



The screenshot shows the 'Item Dunning Status' search page. At the top, there is a breadcrumb trail: Favorites > Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Item Dunning Status. Below the breadcrumb is the title 'Item Dunning Status' and a sub-header 'Find an Existing Value'. A search criteria section is expanded, showing four fields: Business Unit (set to G1001), Customer ID (set to begins with 0000000001), Item ID (set to begins with), and Item Line (set to =). Below the search criteria are buttons for Search, Clear, Basic Search, and Save Search Criteria. The search results section is titled 'Search Results' and shows a table with 6 rows of data. The table has columns for Business Unit, Customer ID, Item ID, and Item Line. The data rows are: G1001, 0000000001, 990000001, 1; G1001, 0000000001, 990000003, 1; G1001, 0000000001, 990000004, 1; G1001, 0000000001, 990000004, 2; G1001, 0000000001, 990000010, 1; G1001, 0000000001, 990000020, 1.

3. Click the **Search** button. The *Item Dunning Status* page displays.



[Favorites](#) > [Main Menu](#) > [Accounts Receivable](#) > [Customer Interactions](#) > [Dunning Letters](#) > [Item Dunning Status](#)

Item Dunning Status

Unit: G1001
Customer: 0000000001
Item ID: 990000001 **Line:** 1
Item Balance: 300.00 USD

Dunning Date: 12/09/2014 **Sequence:** 1 **Letter Code:** 1
Acctg Date: 09/11/2014 **Entry Type:** IN
Due Date: 10/11/2014
Days Late: 62
Finance Charge Date: **Overdue Charges:**
Dispute Date: **Dispute Reason:**

4. View the Status information for each Item Line including *Customer ID, Line number, Item Balance, Dunning Date, Accounting Date, Due Date, Days Late, Finance Charge Date, Overdue Charges*. The *Sequence number, Letter Code* and *Entry Type* are also displayed.
5. Click on the **Next in List** button to view the Item Status for the next Line numbers.

Having completed this topic, you should now be able to:

- Review Item Dunning Status

Reviewing Item Dunning History

Topic Overview

The *Dunned Item History* page enables you to review Item dunning history.

After completing this topic, you should be able to:

- Review Item Dunning History

Process Steps

Review Item Dunning History

This topic covers reviewing Item Dunning History.

Steps to Complete:

Step 1: Review Item Dunning History

Begin by navigating to the *Item Dunning History* page.

1. **Navigation Links:** Accounts Receivable, Customer Interaction, Dunning Letters, Item Dunning History.
2. Enter your search criteria on the *Item Dunning History* page.

Field Name	Field Description
*Business Unit	Enter a <i>SetID</i> (usually the same as your Business Unit).
Customer ID	Enter a <i>Customer ID</i> or search for and select a <i>Customer ID</i> .
Item ID	Enter an <i>Item ID</i> or search for and select an <i>Item ID</i> .
Item Line	Enter an <i>Item Line</i> or search for and select an <i>Item Line</i> .

3. Click the **Search** button.
4. If more than one entry is listed in the **Search Results** section, click on the link for the Item/Line that you want to view. The *Dunned Item History* page displays.

Favorites | Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Item Dunning History

Dunned Item History

Unit: G1001
 Customer: 0000000001
 Item ID: 00000223165 Line: 1
 Item Balance: 300.00 USD

Dunned Item History							Personalize Find View All First 1-2 of 2 Last
Sequence	Dunning Date	Letter Code	Overdue Charges	Letter Deleted	Item Deleted	Date Modified	
1	12/09/2014	1		Y	Y		
2	12/09/2014	1		N	Y	12/11/2014	

Save | Return to Search | Previous in List | Next in List | Notify



5. View Dunned Item information in the header section, including *Unit, Customer ID, Item ID and Line Number*, and the *Item Balance*.
6. View the **Dunned Item History** section which displays the *Sequence* number, *Dunning Date*, the *Letter Code* for the severity of the letter, and any *Overdue Charges*.
 - You are able to view if the Letter has been deleted.
 - You are also able to view if an Item within the Letter has been deleted.
 - You will be able to see if and when the Item Line has been modified.
 - Using the **Grid** icon, you can download this information to an Excel spreadsheet.
7. Click on the **Next in List** button to view each Item Line Dunning History.

Having completed this topic, you should now be able to:

- Review Item Dunning History

Lesson Summary

After completing this lesson, you should now be able to:

- Run the Aging Process
- Run Overdue Charges Process
- Prevent Overdue Charges from being Assessed to a Customer
- Create Customer Statements
- Create Customer Statement Note
- Review Customer Statements
- Review a Last Statement
- Run the Dunning Letter Process
- Preview, Edit and Delete a Dunning Letter
- Delete an Item on a Dunning Letter
- Print a Dunning Letter
- Delete a Dunning Letter
- Review History of Letters
- Review a Last Letter
- Review Item Dunning Status
- Review Item Dunning History

Course Summary

Lessons in Accounts Receivable Advanced User Guide include:

- Direct Journal Deposits (Non-AR)
- AR Item Deposits
- Applying Payments
- Performing AR Account Maintenance
- AR Integration
- Managing Customer Collections

Appendix

Item Payment Worksheet Codes and Descriptions

Flow	Code	Description	Meaning
Start	U	Unidentified	A payment was entered through a regular or express deposit. A payment ID was entered but no customer or payment reference information was provided. You can change all payment information.
	E	Identified – Express	Item or payment reference information was provided on the <i>Express Deposit – Payment</i> page. The payment is linked to an item or items, but not set to post. You can change all payment information.
	I	Identified	Payment reference information or a customer identifier was provided upon entry. This occurs for regular deposits on the <i>Regular Deposit – Payments</i> page or on the <i>Worksheet Selection</i> page. If you need to delete a worksheet, the payments status reverts to “Identified”.
	W	Worksheet	The payment has a saved worksheet that is not set to post. If any payment in a deposit has this status, you cannot change any deposit information, payment amounts, dates, or IDs. If accounting entries have not been created, you can change identifying information for the payment.
	A	Applied	The payment has been applied, and either accounting entries were created online or the payment is set to post on the <i>Worksheet Action</i> page. If any payment in a deposit has this status, you cannot change any deposit or payment information.
Finish	C	Complete	The Receivable Update Process has successfully posted the payment. After a payment has been marked Complete, you can only inquire on it. To change it, you must unpost the payment group.

Direct Journal Payment Status

Flow	Code	Description	Meaning
Start	U	Unidentified	A payment was entered through a regular deposit.
Finish	J	Directly Journalled	The payment was entered in a regular deposit and marked for direct journaling. The status changes when you mark accounting entries complete after entering the user-defined line on the <i>Accounting Entries</i> page.

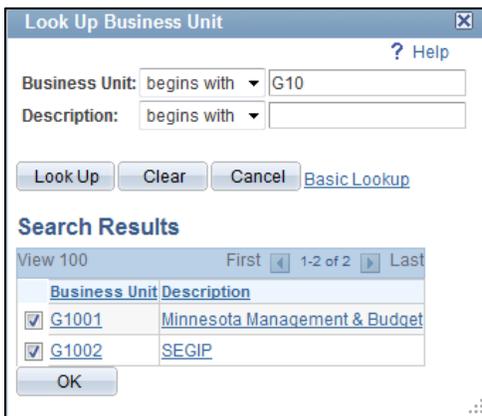
SWIFT Inquiries for Clean-Up and Review

This topic lists several SWIFT inquiries with suggested search criteria which can be used to identify errors and incomplete transactions. It is recommended that these queries be run at least on a monthly basis.

TIP: If you have multiple Business Units, use the “IN” operator to select multiple Business Units and save your search to use for next time.

To select multiple Business Units

1. Select the “in” operator.
2. Click on the **Lookup** Business Unit icon and click on the checkbox for each Business Unit you would like to search.



Look Up Business Unit [X] [?] Help

Business Unit: begins with G10

Description: begins with

Look Up Clear Cancel Basic Lookup

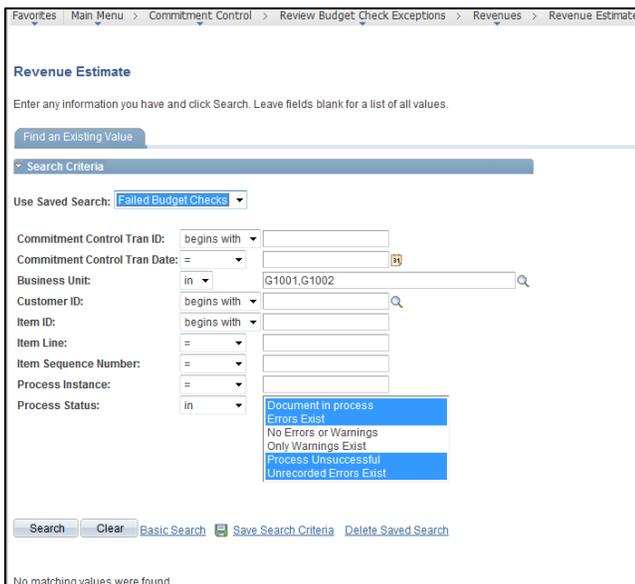
Search Results

View 100 First 1-2 of 2 Last

Business Unit	Description
<input checked="" type="checkbox"/> G1001	Minnesota Management & Budget
<input checked="" type="checkbox"/> G1002	SEGIP

OK

3. You can also use the “in” operator to select multiple Process Status options. Hold down the **Ctrl** key as you select the multiple statuses.



Favorites | Main Menu > Commitment Control > Review Budget Check Exceptions > Revenues > Revenue Estimate

Revenue Estimate

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Use Saved Search: Failed Budget Checks

Commitment Control Tran ID: begins with

Commitment Control Tran Date: =

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Item Sequence Number: =

Process Instance: =

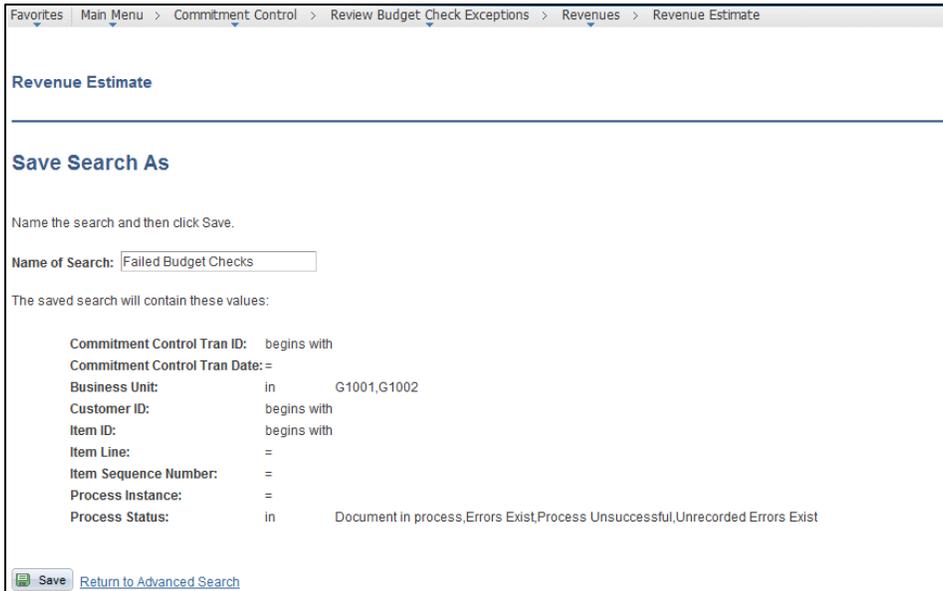
Process Status: in

- Document in process
- Errors Exist
- No Errors or Warnings
- Only Warnings Exist
- Process Unsuccessful
- Unrecorded Errors Exist

Search Clear Basic Search Save Search Criteria Delete Saved Search

No matching values were found.

4. After you have entered your search criteria, click on the *Save Search Criteria* link.
5. Enter a name for your search.
6. Click on the **Save** button.



Revenue Estimate

Save Search As

Name the search and then click Save.

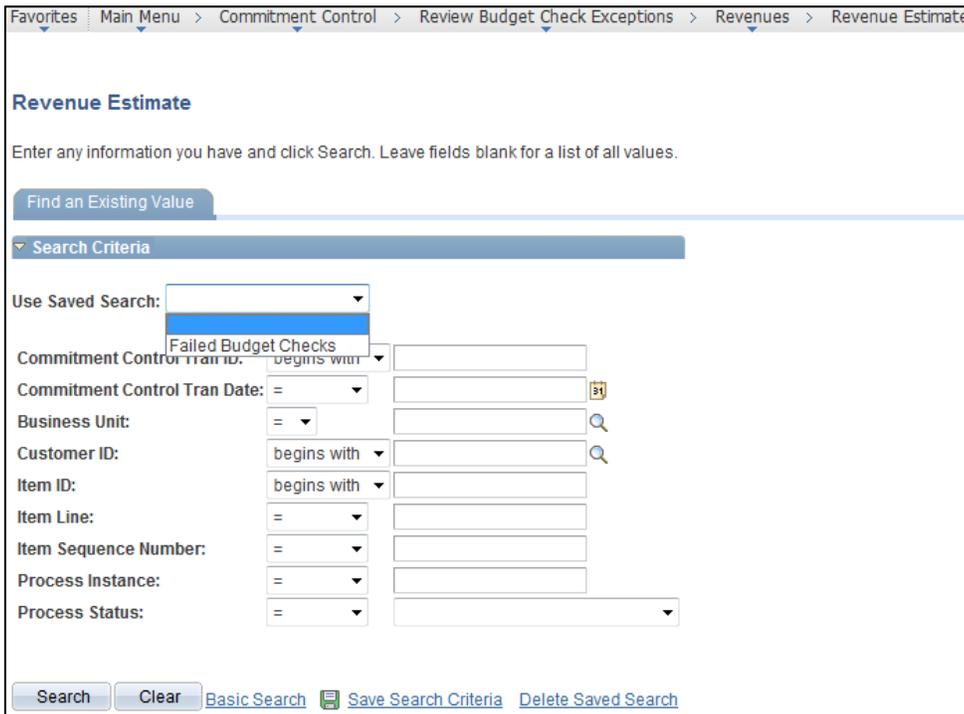
Name of Search:

The saved search will contain these values:

Commitment Control Tran ID:	begins with	
Commitment Control Tran Date:	=	
Business Unit:	in	G1001,G1002
Customer ID:	begins with	
Item ID:	begins with	
Item Line:	=	
Item Sequence Number:	=	
Process Instance:	=	
Process Status:	in	Document in process,Errors Exist,Process Unsuccessful,Unrecorded Errors Exist

[Return to Advanced Search](#)

7. The next time you want to run the inquiry, navigate to the page and select the saved search from the listing.



Revenue Estimate

Enter any information you have and click Search. Leave fields blank for a list of all values.

Search Criteria

Use Saved Search: (dropdown menu open)

Commitment Control Tran ID: (dropdown: begins with)

Commitment Control Tran Date: (dropdown: =, calendar icon)

Business Unit: (dropdown: =, search icon)

Customer ID: (dropdown: begins with, search icon)

Item ID: (dropdown: begins with)

Item Line: (dropdown: =)

Item Sequence Number: (dropdown: =)

Process Instance: (dropdown: =)

Process Status: (dropdown: =)

[Basic Search](#) [Delete Saved Search](#)

The list of inquires follows.

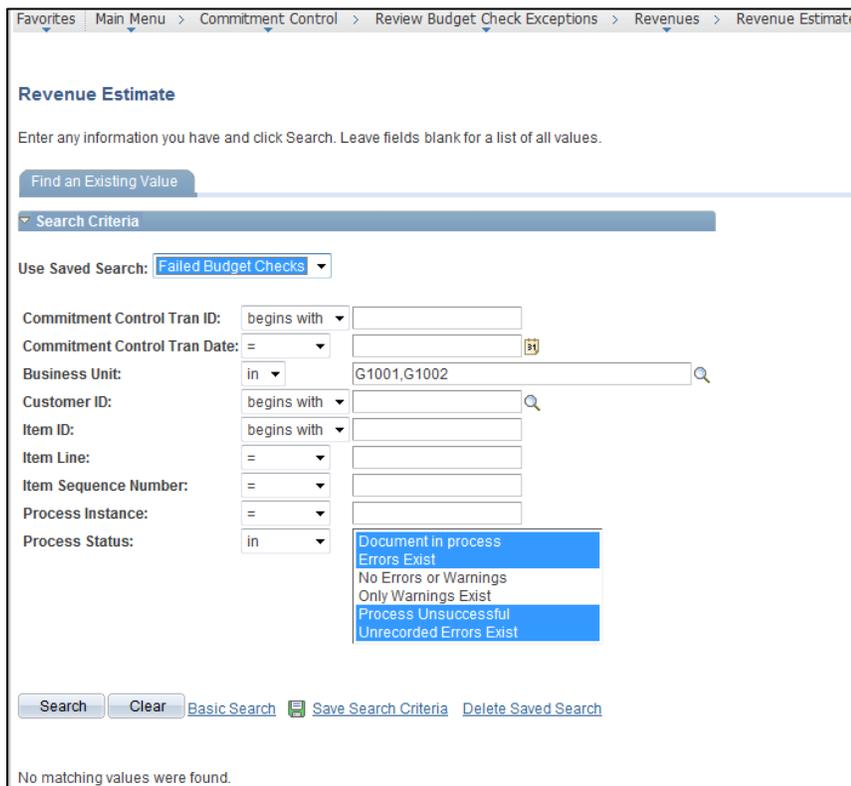
Released October 31, 2016 (Version # 5)

Step 1: Commitment Control – Find Deposits that Failed Budget Check

To review AR estimated revenue transactions that failed budget checking

1. **Navigation Links:** Commitment Control, Review Budget Check Exceptions, Revenues, Revenue Estimate

Field Name	Description
Business Unit	Enter your Business Unit. TIP: Use the “IN” operator to select multiple Business Units and save your search.
Process Status	In = Document in process, Errors Exist, Process Unsuccessful, Unrecorded Errors Exist. Tip: Hold down the Ctrl key to select multiple options.

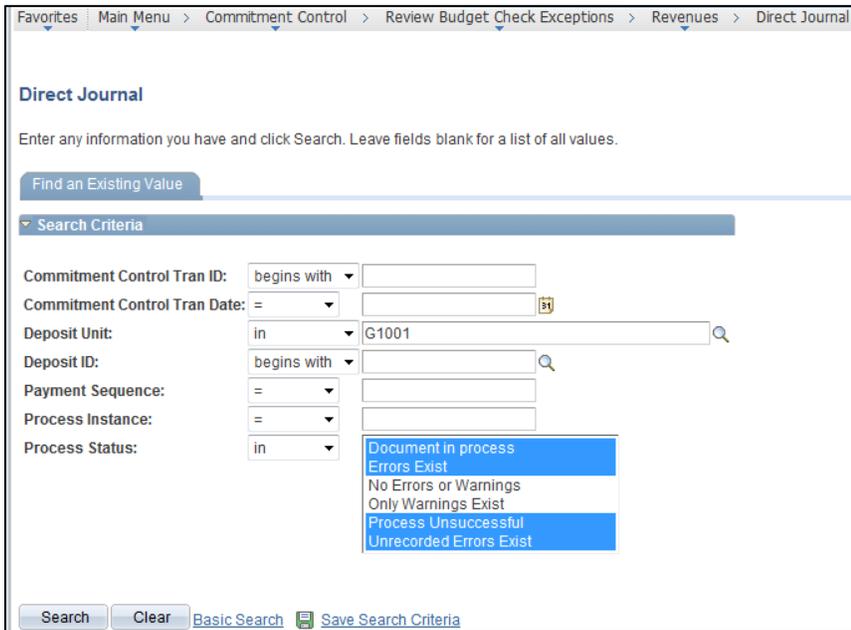


To review AR direct journal transactions that failed budget checking

2. **Navigation Links:** Commitment Control, Review Budget Check Exceptions, Revenues, Direct Journal

Field Name	Description
Business Unit	Enter your Business Unit. TIP: Use the “IN” operator to select multiple Business Units and save your search.

Field Name	Description
Process Status	In Document in process, Errors Exist, Process Unsuccessful, Unrecorded Errors Exist. Tip: Hold down the Ctrl key to select multiple options.



The screenshot shows the 'Direct Journal' search interface. Under the 'Search Criteria' section, the 'Process Status' dropdown is open, displaying a list of options: 'Document in process', 'Errors Exist', 'No Errors or Warnings', 'Only Warnings Exist', 'Process Unsuccessful', and 'Unrecorded Errors Exist'. The 'Errors Exist' and 'Process Unsuccessful' options are highlighted in blue, indicating they are selected. Other search criteria like 'Commitment Control Tran ID', 'Deposit Unit', and 'Process Instance' are also visible but not selected.

Step 2: Accounts Receivable – Check for Errors and Incomplete Transactions

To review a list of incomplete regular deposit transactions

3. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Regular Deposit

Field Name	Description
Deposit Unit	Enter your Deposit Unit (same as Business Unit). TIP: If you have multiple Deposit Units, use the “IN” operator to select multiple Deposit Units and save your search to use for next time.

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Regular Deposit

Regular Deposit

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Deposit Unit: in | G1001,G1002

Deposit ID: begins with |

User ID: begins with |

Assigned Operator ID: begins with |

Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

Search Results

View All | First | 1-3 of 3 | Last

Deposit Unit	Deposit ID	User ID	Assigned Operator ID	Bank Code	Bank Account	Deposit Balance	Entered Date	Posted Date
G1001	1870	01159534	01159534	US001	WF	Yes	12/24/2014	(blank)
G1001	1871	01159534	01159534	US001	WF	Yes	12/24/2014	(blank)
G1001	1872	01159534	01159534	US001	WF	Yes	12/24/2014	(blank)

To review a list of incomplete express deposit transactions

4. **Navigation Links:** Accounts Receivable, Payments, Online Payments, Express Deposit

Field Name	Description
Deposit Unit	Enter your Deposit Unit (same as Business Unit).

Favorites | Main Menu > Accounts Receivable > Payments > Online Payments > Express Deposit

Express Deposit

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Deposit Unit: in | G1001,G1002

Deposit ID: begins with |

User ID: begins with |

Assigned Operator ID: begins with |

Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

Search Results

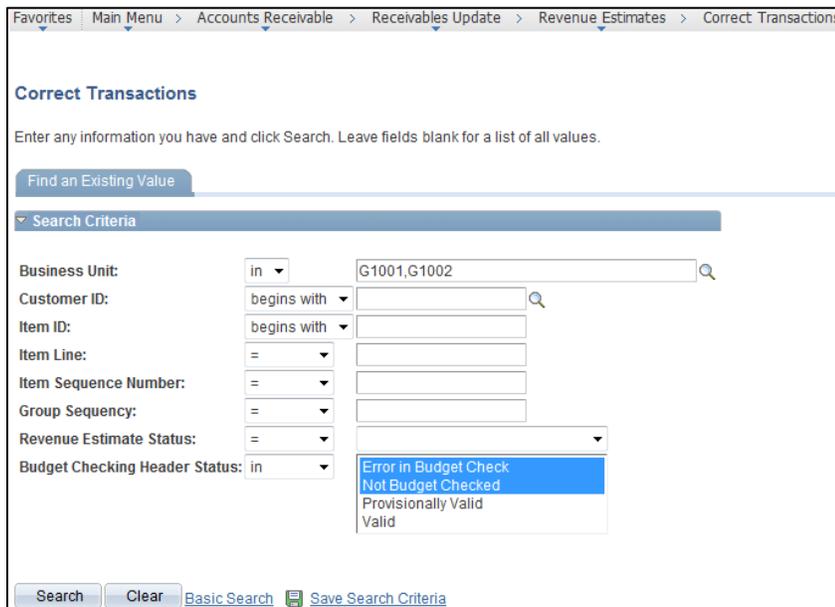
View All | First | 1-3 of 3 | Last

Deposit Unit	Deposit ID	User ID	Assigned Operator ID	Bank Code	Bank Account	Deposit Balance	Entered Date	Posted Date
G1001	1870	01159534	01159534	US001	WF	Yes	12/24/2014	(blank)

To review and correct budget-checking errors

5. **Navigation Links:** Accounts Receivable, Receivables Update, Revenue Estimates, Correct Transactions

Field Name	Description
Business Unit	Enter your Business Unit. TIP: Use the “IN” operator to select multiple Business Units and save your search.
Budget Checking Header Status	In Error in Budget Check, Not Budget Checked. Tip: Hold down the Ctrl key to select multiple options.



To review and edit maintenance groups and check for errors on worksheet

6. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the “IN” operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the “IN” operator to select multiple Business Units and save your search.



Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Worksheet

Worksheet

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

To view payments that failed posting

7. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Payment

Field Name	Description
Deposit Unit	Enter your Deposit Unit (same as Business Unit). TIP: Use the "IN" operator to select multiple Deposit Units and save your search.
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Payment

Payment

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Deposit Unit: in G1001,G1002

Deposit ID: begins with

Payment ID: begins with

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Sequence: =

Assigned Operator ID: begins with

Entered Date: =

Entry Type: begins with

Accounting Entries: =

Case Sensitive

Search Clear Basic Search Save Search Criteria

To perform error checking and edit external pending item groups during posting

8. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, External Items

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > External Items

External Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

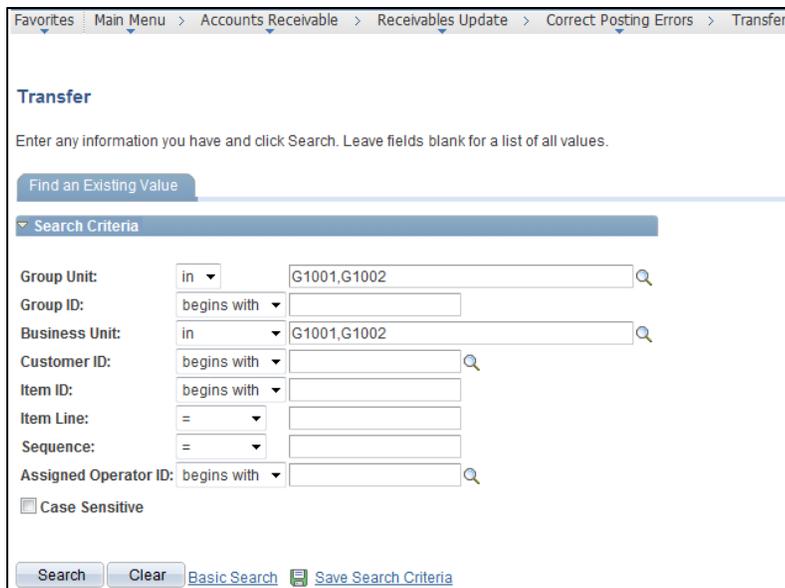
Case Sensitive

Search Clear Basic Search Save Search Criteria

To check for errors on a transfer worksheet

9. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Transfer

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.



To perform error checking and edit overdue charge pending item groups

10. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Overdue Charge Items

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Overdue Charge Items

Overdue Charge Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in G1001,G1002

Group ID: begins with

Business Unit: in G1001,G1002

Customer ID: begins with

Item ID: begins with

Item Line: =

Sequence: =

Assigned Operator ID: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

To check for unpost function errors

11. **Navigation Links:** Accounts Receivable, Receivables Update, Correct Posting Errors, Unpost

Field Name	Description
Group Unit	Enter your Group Unit (usually same as Business Unit). TIP: Use the "IN" operator to select multiple Group Units and save your search.
Business Unit	Enter your Business Unit. TIP: Use the "IN" operator to select multiple Business Units and save your search.

Favorites | Main Menu > Accounts Receivable > Receivables Update > Correct Posting Errors > Unpost

Unpost

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Group Unit: in | G1001,G1002

Group ID: begins with |

Business Unit: in | G1001,G1002

Customer ID: begins with |

Item ID: begins with |

Item Line: = |

Sequence: = |

Assigned Operator ID: begins with |

Case Sensitive

Search Clear Basic Search Save Search Criteria

To review a list of incomplete deposits

12. **Navigation Links:** Accounts Receivable, Payments, Review Payments, Incomplete Deposits

Field Name	Description
Unit	Enter your Business Unit (usually same as Business Unit).
*Deposit Amount Switch	= Incomplete

Favorites | Main Menu > Accounts Receivable > Payments > Review Payments > Incomplete Deposits

Incomplete Deposits

Unit: G1001

*Balance Status: In And Out Of Balance Groups

*Deposit Amount Switch: Incomplete

User: 00637298

Payment Type: Regular Payments Only

Search

Step 3: Run queries from Query Viewer.

QUERY NAME	DESCRIPTION
MN_AR_OPEN_INTERAGENCY	G9R OPEN
MN_AR_PYMNTWRKSHTS_NOT_POSTED	MN_AR_PYMNTWRKSHTS_NOT_POSTED
MN_AR_UNAPPLIED_PYMNTS	MN_AR_UNAPPLIED_PYMNTS
MN_AR_UNIDENTIFIED_PYMNTS	MN_AR_UNIDENTIFIED_PYMNTS



QUERY NAME	DESCRIPTION
M_AR_DEPOSIT_INCOMPLETE	List of Incomplete Deposits
M_AR_GBL_BUD_DJ_EXCEPTIONS	Direct Journal Budget Errors
M_AR_GBL_BUD_EXCEPTION	AR Budget Exceptions
M_AR_GBL_DEPOSIT_BAD_MIDAS_LOC	
M_AR_GBL_DEPOSIT_CONTROL	Listing of all Deposit Totals
M_AR_GBL_DIRECTJRNLSTUCK	List of stuck Direct Journals
M_AR_GBL_GRP_INCOMPLETE	List of Incomplete Groups
M_AR_GBL_INTFC_INCOMPLETE	List of Incomplete Interface
M_AR_GBL_INVOICE_BDGT_ERR	List Invoices with Budget Errs
M_AR_GBL_INVOICE_INCOMPLETE	List of Incomplete Invoices
M_AR_GBL_NSF_CLR_ACCT_BU	Reconcile NSF Clr Acct_BU_Date
M_AR_GBL_ONACCT_DETAIL	Payments On Account by Detail
M_AR_GBL_PENDING_ITEM_ERR_EXT	External Pending Item Errors
M_AR_GBL_PENDING_ITEM_ERR_ONL	OnLine Pending Item Errors
M_AR_GBL_PEND_ITEM_INCOMPLETE	List of Incomplete Pend Item
M_AR_GBL_REVEST_INCOMPLETE	List of Incomplete RevEst Item
M_AR_GRP_INCOMPLETE	List of Incomplete Groups

Key Accounts Receivable Advanced Terms

Term	Term Definition
Account	The Account ChartField classifies the nature of the transaction. The values in this field determine whether it is an asset, liability, equity, revenue or expenditure. All transactions in SWIFT will have an Account. See "ChartField."
Accounting Date	The <i>Accounting Date</i> represents the date the deposit is entered into SWIFT. It also determines the period in the General Ledger to which the transaction is to be posted.
Accounting Period	The fiscal accounting period is identified by one or two digits beginning with 1 for July and ending with 12 for June. It is used to provide reporting on an accrual basis.
Accounts Receivable	Accounts receivables are created when the state provides a service or assesses a fine or tax and then later sends a bill requesting payment.
Account Type	Account type is a name associated with the different kinds of accounts used in the SWIFT General Ledger, such as Asset, Liability, Equity, Revenue and Expense.
AP	Accounts Payable module.
Appropriation	An appropriation legally authorizes spending or the collection of receipts as specified in session laws or state statutes.
Appropriation ID (Approp ID)	The appropriation ID is a 7-character alphanumeric identifier. It indicates a single appropriation account that controls the total amount of an agency's expenditures.
AR	Accounts Receivable module.
ARUpdate	This process creates an open item or invoice in Accounts Receivable and prepares the related accounting entries to be picked up by GL.
BI	Billing module.
Bill Line Adjustment	Refers to adjusting a single line on a bill. Once an adjustment is made to a line, that same line cannot be adjusted again.
Budget Check	Budget checking is the process of validating the transaction against the available budget.
Budget Check Errors	Budget checking is the process of validating the transaction against the budget. Errors are generated when the budget check process is run. Budget check errors may result from using an incorrect fund on a transaction.
Budget Date	The date used by the system to infer which Budget Period (Budget Fiscal Year (BFY) to post against. In the Accounts Receivable module, the Budget Date defaults to the current date. There are times when you would change this date. For example, if you are correcting a deposit that was posted to different budget period than what you are currently in, you would change this date.

Term	Term Definition
Business Unit	For the State of Minnesota, the Business Unit typically corresponds to an agency with the exception of the General Ledger. The GL business unit is at a statewide level (i.e., MN001)
Chart of Accounts	Chart of Accounts consist of eight Standard ChartFields and six Project/Grant ChartFields. When combined the ChartFields define specific transactions. End-users must be familiar with the ChartFields and their definitions for use in procurement, budgeting, month-end reporting and labor cost distribution. These ChartFields are required to define the appropriate funding source.
ChartField	The Chart of Accounts is comprised of informational fields that provide the basic structure to segregate and categorize transactional and budget data. Each Chart of Accounts field is called a ChartField. Statewide Reporting ChartFields are: Fund, Department ID (also known as Financial Department ID), Appropriation ID, Account, and Statewide Cost (optional field). Optional Agency Reporting ChartFields are: SubAccount, Agency Cost 1 and Agency Cost 2. Project/Grant Reporting ChartFields are: PC Business Unit, Project, Activity, Source Type, Category, and Sub-Category.
Collection Status	A field in AR that identifies that an item (invoice) has been sent to a collection agency.
Contact Information	In the BI and AR modules, the following data about the contact for a customer is included: phone number, title, preferred method of communication, etc.
Conversation Page	In BI and AR modules, conversations with customers can be documented on this page.
Customer	<p>Invoices are created and sent to a business, individual or to another agency to bill them for a product or service. They are considered a Customer. Payments are received from the customer and applied to the outstanding item.</p> <p>Each business or individual customer has a Customer ID. Either it is generated by the system or you can create your own.</p> <p>Agency customers have a pre-determined Customer ID and should not be changed.</p>
Customer Contact	A department or agency typically corresponds with a specific person at a customer site.
Customer Information	Data such as address and contact information relating to the customer is maintained by each business unit.
Customer Statements	In the AR module, this is a listing of all open items (invoices) on a customer's account.
Dunning Letters	In AR module, letters are used to notify the customer that an item (invoice) is past due, the overdue amount and due date.

Term	Term Definition
Fin Dept ID	Fin Dept ID (financial department identifier) represents the organizational function to which expenditures and other activities must be applied. The department structure should represent the organizational structure of an agency or department. Combined with other ChartField values, Department IDs form the basis for department budgets that track revenues and expenditures.
Fund	Fund is an independent fiscal and accounting entity with a self-balancing group of accounts, recording cash and/or other resources together with all related liabilities, obligations, reserves and equities. They are split out for the purpose of carrying on specific activities or attaining certain objectives in accordance with special regulations, restrictions or limitations. See "ChartField."
GL	General Ledger module.
Invoice	In the BI module, an invoice is a bill that has been printed. The invoice ID becomes the AR Open Item. Each invoice has a unique invoice ID. The system generates the invoice ID or the user can create his or her own invoice ID. It can be alphanumeric.
Item	Each Bill created in SWIFT Billing has a unique Invoice ID. When it is moved into AR, it has an Item ID which is the same as the Invoice ID.
Journal	A journal consists of a header and either detailed or summarized entry lines.
Journal Generator	Journal generator is the process of creating a journal in GL from the subsystem accounting line tables like AP, AR, Inventory, etc.
Location	A location is a series of business rules agreed to between the vendor and the state entity. Locations enable a user to indicate the different types of addresses a customer has, e.g., one to receive bills, another for shipping, a third for postal deliveries, and a separate street address. Each of these addresses has a different location number. A location stores information about how the state or agency does business with a given vendor. For example, payment terms, discounts, etc.
Open Periods	An open period is an Accounting period in which transactions can post to a sub-module or the GL.
Payment	Money received to be applied to an item or direct journal.
Payment Information	Payment information is used to apply a payment to a customer's account, e.g., check number, amount, customer and item.
Payment Predictor	In the AR module, this is a process that automatically applies payments and closes or reduces open items (invoices) on a customer's account. It pre-matches payments with invoices to streamline payment processing.
Pay Terms	Payment terms are the customer rules that determine due dates, and amounts, and due date grace periods.

Term	Term Definition
Payment Terms Timing	Timing is a definition of the time intervals used in figuring payment terms, such as 30 days, 60 days, etc.
Posting	Posting is the process by which accounting entries are created or updated based on user transaction input and accounting entry templates.
Posting Status	The status in the AR module identifies whether or not an item, payment, etc., has been posted. Statuses may include: Posted, Not Posted, Pending, etc.
Process Instance	Process instance is the number the system assigns each job that runs in background processing. Users may use process instances to re-run a process or when communicating processing errors.
Process Scheduler	The scheduler is a process that performs tasks behind the scenes. It can run several kinds of processes on a regular schedule or at user request, at a user workstation or on a server.
Query	Query is a reporting tool that retrieves information from the SWIFT database.
Query Viewer	Query viewer allows users to search for and view data but users cannot add, change or delete the information.
Run Control ID	A process run control enables users to predefine parameters that are later used to a given process request. Using the same run control ID allows a user to pull in the values used to run the last instance and apply them to a new instance.
SetID	A SetID is used to identify various configuration values that can be used when entering a transaction. For instance, calendars are assigned to a SetID. In turn each Business Unit is linked to a SetID for use in processing. Therefore, multiple Business Units can use the calendars configured under a specific SetID.
Setting Items to Post	When an item is set to post, AR will be updated and GL will be posted the next time the AR update process is run. Batch standard tells the system to process the next time AR Update is run.
SpeedType	A SpeedType is a key that represents a combination of ChartField values. SpeedTypes simplify the entry of ChartFields and are available on General Ledger entries and miscellaneous cash receipts when the same set is commonly used together.
Staging Tables	Tables used to hold data before a process is run.
Transaction Date	This is the date a transaction actually occurred as opposed to the date the transaction is recognized also known as the accounting date (although the two dates can be the same).
Transfer Worksheet (AR Module)	In AR, the transfer worksheet is used for transfer tasks that allow the user to transfer an item (invoice) from one customer to another or one business unit to another.



Term	Term Definition
Workflow	Workflow refers to the way in which work flows through the multiple steps of business processes. For example, when a credit bill is entered into the system, the bill will go through an approval process where someone else reviews and approves the credit. This workflow process includes notifying the different people involved via email or worklist updates that they are required to take the next step in a process.
Worksheet	In SWIFT, worksheets are generally used to perform mass maintenance tasks, like assigning depreciation to more than one asset at a time.