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

Course Overview.................................................................................................................................................. 1

LESSON 1: DIRECT JOURNAL DEPOSITS FOR MISCELLANEOUS CASH RECEIPTS..........................5

Lesson Overview.................................................................................................................................................... 5

CREATING A DIRECT JOURNAL DEPOSIT .............................................................................................................. 7

Topic Overview..................................................................................................................................................... 7

Process Steps...................................................................................................................................................... 8

CREATING A WIRE DEPOSIT FOR A DIRECT JOURNAL....................................................................................... 21

Topic Overview..................................................................................................................................................... 21

Process Steps...................................................................................................................................................... 22

CORRECTING DIRECT JOURNAL BUDGET ERRORS................................................................................................. 25

Topic Overview..................................................................................................................................................... 25

Process Steps...................................................................................................................................................... 26

REVERSING A DIRECT JOURNAL DEPOSIT ...................................................................................................................... 33

Topic Overview..................................................................................................................................................... 33

Process Steps...................................................................................................................................................... 34

CORRECTING A DIRECT JOURNAL DEPOSIT BY CREATING A ZERO DOLLAR DEPOSIT........................................ 39

Topic Overview..................................................................................................................................................... 39

Process Steps...................................................................................................................................................... 40

PROCESSING A RETURNED ITEM FOR A DIRECT JOURNAL – MMB NOTIFICATION................................. 45

Topic Overview..................................................................................................................................................... 45

Process Steps...................................................................................................................................................... 47

VERIFYING DEPOSITS ARE COMPLETE (AR OR NON-AR)................................................................................. 53

Topic Overview..................................................................................................................................................... 53

Process Steps...................................................................................................................................................... 54
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>RUNNING THE PAYMENT DETAIL REPORT (AR OR NON-AR)</td>
<td>57</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>57</td>
</tr>
<tr>
<td>Process Steps</td>
<td>58</td>
</tr>
<tr>
<td>Lesson Summary</td>
<td>61</td>
</tr>
<tr>
<td>LESSON 2: AR ITEM DEPOSITS</td>
<td>62</td>
</tr>
<tr>
<td>Lesson Overview</td>
<td>62</td>
</tr>
<tr>
<td>CREATING A REGULAR DEPOSIT ENTRY FOR AR ITEMS</td>
<td>64</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>64</td>
</tr>
<tr>
<td>Process Steps</td>
<td>65</td>
</tr>
<tr>
<td>CREATING AN EXPRESS DEPOSIT ENTRY</td>
<td>72</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>72</td>
</tr>
<tr>
<td>Process Steps</td>
<td>73</td>
</tr>
<tr>
<td>CREATING A WIRE DEPOSIT FOR AN AR ITEM</td>
<td>80</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>80</td>
</tr>
<tr>
<td>Process Steps</td>
<td>81</td>
</tr>
<tr>
<td>PROCESSING A RETURNED ITEM FOR AN AR ITEM – MMB NOTIFICATION</td>
<td>85</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>85</td>
</tr>
<tr>
<td>Process Steps</td>
<td>87</td>
</tr>
<tr>
<td>USING SEARCHES AND QUERIES TO CHECK FOR INCOMPLETE DEPOSITS</td>
<td>99</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>99</td>
</tr>
<tr>
<td>Process Steps</td>
<td>100</td>
</tr>
<tr>
<td>Lesson Summary</td>
<td>102</td>
</tr>
<tr>
<td>LESSON 3: APPLYING PAYMENTS</td>
<td>103</td>
</tr>
<tr>
<td>Lesson Overview</td>
<td>103</td>
</tr>
<tr>
<td>USING SEARCHES AND QUERIES TO CHECK FOR INCOMPLETE PAYMENTS</td>
<td>105</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>105</td>
</tr>
<tr>
<td>Process Steps</td>
<td>106</td>
</tr>
<tr>
<td>USING A PAYMENT WORKSHEET TO APPLY PAYMENTS</td>
<td>110</td>
</tr>
<tr>
<td>Topic</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>APPLYING PAYMENT ON-ACCOUNT</td>
<td>120</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>120</td>
</tr>
<tr>
<td>Process Steps</td>
<td>121</td>
</tr>
<tr>
<td>UNPOSTING A PAYMENT APPLIED TO THE WRONG ITEM OR CUSTOMER</td>
<td>126</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>126</td>
</tr>
<tr>
<td>Process Steps</td>
<td>127</td>
</tr>
<tr>
<td>Lesson Summary</td>
<td>135</td>
</tr>
<tr>
<td>LESSON 4: PERFORMING AR ACCOUNT MAINTENANCE</td>
<td>136</td>
</tr>
<tr>
<td>Lesson Overview</td>
<td>136</td>
</tr>
<tr>
<td>MAINTENANCE WORKSHEETS, GENERALLY</td>
<td>137</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>137</td>
</tr>
<tr>
<td>APPLYING CREDIT BILLS OR ON ACCOUNT AMOUNTS (OFFSETTING DEBITS AND CREDITS)</td>
<td>146</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>146</td>
</tr>
<tr>
<td>Process Steps</td>
<td>147</td>
</tr>
<tr>
<td>WRITING-OFF AR ITEMS</td>
<td>153</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>153</td>
</tr>
<tr>
<td>Process Steps</td>
<td>154</td>
</tr>
<tr>
<td>PROCESSING REFUNDS</td>
<td>160</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>160</td>
</tr>
<tr>
<td>Process Steps</td>
<td>161</td>
</tr>
<tr>
<td>TRANSFERRING AN ITEM TO A DIFFERENT CUSTOMER</td>
<td>174</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>174</td>
</tr>
<tr>
<td>Process Steps</td>
<td>175</td>
</tr>
<tr>
<td>UPDATING ITEM DETAILS TO PLACE ITEMS IN DISPUTE OR COLLECTION</td>
<td>179</td>
</tr>
<tr>
<td>Topic Overview</td>
<td>179</td>
</tr>
<tr>
<td>Process Steps</td>
<td>180</td>
</tr>
</tbody>
</table>
Lesson Summary ................................................................................................................................................ 185

LESSON 5: AR INTEGRATION ........................................................................................................................... 186

Lesson Overview.............................................................................................................................................. 186

RUNNING THE ARUPDATE PROCESS ..................................................................................................................... 187

Topic Overview .............................................................................................................................................. 187

Process Steps ................................................................................................................................................ 188

VERIFYING THE POSTED STATUS ......................................................................................................................... 192

Topic Overview .............................................................................................................................................. 192

Process Steps ................................................................................................................................................ 193

USING SEARCHES AND QUERIES TO CHECK FOR POSTING ERRORS ................................................................. 198

Topic Overview .............................................................................................................................................. 198

Process Steps ................................................................................................................................................ 199

CORRECTING POSTING ERRORS ........................................................................................................................... 207

Topic Overview .............................................................................................................................................. 207

Process Steps ................................................................................................................................................ 208

SETTING PENDING ITEMS TO POST .................................................................................................................. 213

Topic Overview .............................................................................................................................................. 213

Process Steps ................................................................................................................................................ 214

Lesson Summary ........................................................................................................................................ 217

LESSON 6: MANAGING CUSTOMER COLLECTIONS ........................................................................................... 218

Lesson Overview.............................................................................................................................................. 218

RUNNING THE AGING PROCESS .......................................................................................................................... 219

Overview ...................................................................................................................................................... 219

Process Steps ................................................................................................................................................ 220

RUNNING THE OVERDUE CHARGES PROCESS ...................................................................................................... 222

Overview ...................................................................................................................................................... 222

Process Steps ................................................................................................................................................ 223

PREVENT OVERDUE CHARGES FROM BEING ASSESSED TO A CUSTOMER ................................................................ 229
CREATING CUSTOMER STATEMENTS ........................................................................... 232

CREATING CUSTOMER STATEMENT NOTES ................................................................. 238

REVIEWING CUSTOMER STATEMENTS .................................................................... 241

REVIEWING A LAST STATEMENT .................................................................................... 244

RUNNING THE Dunning LETTER PROCESS ............................................................... 247

PREVIEWING, EDITING AND DELETING A Dunning LETTER .................................... 252

DELETING AN ITEM IN A Dunning LETTER ............................................................... 256

PRINTING A Dunning LETTER ..................................................................................... 259

DELETING A Dunning LETTER ..................................................................................... 264
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.

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

- Run the Aging Process
- Create Customer Statements
- Review Statements
- Send Statements
- Run the Aging, Overdue Charging, ARUpdate
- Create Dunning Letters
- Send Letters
- View Dunning Status/History
- Run Collections Query
- Send to 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

- Regular Deposit to Create Direct Journal Deposits
- Create Accounting Entries
- Budget Check and Verify Deposits
- Correct Errors, process Returned Items, etc.
- Nightly Batch posts to GL
- Revenue Budgets Updated

Released October 31, 2016 (Version # 5)
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.

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.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Accounting Date</td>
<td>Defaults to the current date and should not be changed. The Accounting Date represents the accounting period that the transaction will post to in the General Ledger.</td>
</tr>
<tr>
<td></td>
<td><strong>Exception:</strong> Deposit entries processed between July 1 and the system hard close. The Accounting Date 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.</td>
</tr>
<tr>
<td>*Bank Code</td>
<td>Enter the Bank Code. The Bank Code will be determined by each agency. The description will most likely be a specific bank name. The Bank Code and Bank Account fields represent the actual bank account where the money is deposited.</td>
</tr>
<tr>
<td>*Bank Account</td>
<td>Enter the Bank Account. The Bank Account will be determined by each agency. The description will most likely be a specific bank name. The Bank Code and Bank Account fields represent the actual bank account where the money is deposited.</td>
</tr>
<tr>
<td>*Deposit Type</td>
<td>Accept the default Deposit Type of &quot;C&quot; for Cash Receipt. The &quot;NSF&quot; and &quot;Wire - Electronic Funds Transfer&quot; options will be discussed in those specific topics.</td>
</tr>
<tr>
<td>*MIDAS Location</td>
<td>Enter the MIDAS Location (the bank location). The treasury account where the money is being deposited. Agencies will determine their MIDAS Location. If you are unsure of which MIDAS Location to use, check with your supervisor. Like all bank account information, it is important that this information is correct.</td>
</tr>
<tr>
<td>*Control Currency</td>
<td>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.</td>
</tr>
<tr>
<td>*Control Total Amount</td>
<td>Enter the sum of the deposit. The amount must reconcile to the bank deposit slip.</td>
</tr>
<tr>
<td>*Count</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> 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.</td>
</tr>
<tr>
<td>Other Control Totals (display only)</td>
<td>Other Control Total fields display after further action with the deposit. For example, the Difference Amount would show a number if the total deposit amount doesn’t balance with the payments entered in the next step on the Payments tab.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>*Received</td>
<td>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.</td>
</tr>
<tr>
<td>*Entered</td>
<td>Defaults to current date and must not be changed. This is the date that the receipt was actually input into SWIFT.</td>
</tr>
<tr>
<td>Assigned</td>
<td>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.</td>
</tr>
<tr>
<td>User</td>
<td>Displays the User ID of the person creating the deposit.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance</td>
<td>Displays the status of the deposit. When the Amount total and number of entered payments on the Payments page equals the Control Amount and Count on the Totals page, the status changes from &quot;Not Balanced&quot; to &quot;Balanced&quot;.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Payment Seq (Display only)</td>
<td>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.</td>
</tr>
<tr>
<td>*Payment ID</td>
<td>Enter a Payment ID field to identify a payment. You can enter a check number or any other identifier. This field is alphanumeric.</td>
</tr>
<tr>
<td>*Accounting Date</td>
<td>The Accounting Date field displays the accounting date entered on the Totals page. Do not change this date.</td>
</tr>
<tr>
<td>*Amount</td>
<td>Enter the amount of the dollars included in the individual or compiled payment.</td>
</tr>
<tr>
<td>Payment Predictor</td>
<td>Uncheck the Payment Predictor option. The Payment Predictor option is not used with Direct Journal Deposits.</td>
</tr>
<tr>
<td>*Journal Directly</td>
<td>Select the Journal Directly option to show that this is a Direct Journal entry containing miscellaneous cash receipts.</td>
</tr>
<tr>
<td>Range of References</td>
<td>State of Minnesota does not use.</td>
</tr>
</tbody>
</table>

**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.

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.
• 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”.

- 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.

<table>
<thead>
<tr>
<th><strong>Field Name</strong></th>
<th><strong>Field Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>*GL Unit (Statewide)</td>
<td>There's only one Business Unit for the General Ledger for MN: MN001.</td>
</tr>
<tr>
<td>Speed Type (Agency defined)</td>
<td>If using a Speed Type to enter the ChartFields, click on the Speed Type button and the Speed Type key field appears. Enter the Speed Type code or use the Speed Type Key Lookup to search for and select the code. Speed Types 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.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>*Line Amount</td>
<td>When creating accounting lines, the positive or negative status of the line is always the opposite of the Deposit Amount. Enter the Line Amount with the opposite sign of the Deposit amount.</td>
</tr>
<tr>
<td>*Account</td>
<td>If you selected a Speed Type, the Account field may populate automatically. You can also enter it manually or click on the Lookup icon to select an Account. The Account code 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.</td>
</tr>
<tr>
<td>Account (Statewide)</td>
<td>If you selected a Speed Type, the Account field may populate automatically. You can also enter it manually or click on the Lookup icon to select an Account. The Account code 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.</td>
</tr>
<tr>
<td>*Fund</td>
<td>If you selected a Speed Type, the Fund field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Fund. 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.</td>
</tr>
<tr>
<td>Fund (Statewide)</td>
<td>If you selected a Speed Type, the Fund field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Fund. 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.</td>
</tr>
<tr>
<td>*Fin Dept ID</td>
<td>If you selected a Speed Type, the Fin Dept ID field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Fin Dept ID. The Fin Dept ID (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.</td>
</tr>
<tr>
<td>Fin Dept ID (Statewide)</td>
<td>If you selected a Speed Type, the Fin Dept ID field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Fin Dept ID. The Fin Dept ID (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.</td>
</tr>
<tr>
<td>Statewide Cost</td>
<td>If you selected a Speed Type, the Statewide Cost field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Statewide Cost. Statewide Cost is used for costs associated with disaster relief. Typically, there will be a SWIFT communication instructing agencies when a code should be used.</td>
</tr>
<tr>
<td>Statewide Cost (Statewide)</td>
<td>If you selected a Speed Type, the Statewide Cost field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Statewide Cost. Statewide Cost is used for costs associated with disaster relief. Typically, there will be a SWIFT communication instructing agencies when a code should be used.</td>
</tr>
<tr>
<td>Sub Acct</td>
<td>If you selected a Speed Type, the Sub Acct field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Sub Acct. A Sub Acct is a small segment of an account that an agency may choose to funnel funds into.</td>
</tr>
<tr>
<td>Sub Acct (Statewide)</td>
<td>If you selected a Speed Type, the Sub Acct field may populate automatically. You can also enter it manually or click on the Lookup icon to select a Sub Acct. A Sub Acct is a small segment of an account that an agency may choose to funnel funds into.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------</td>
</tr>
</tbody>
</table>
| **PC Bus Unit**  
(Projects/Grants, Agency-defined) | If you selected a *Speed Type*, the *PC Bus Unit* field may populate automatically. You can also enter it manually or click on the **Lookup** icon to select a *PC Bus Unit*.  
The *PC Bus Unit* 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. |
| **Project**  
(Project/Grants, Agency-defined) | If you selected a *Speed Type*, the *Project* field may populate automatically. You can also enter it manually or click on the **Lookup** icon to select a *Project*.  
*Project IDs* are defined by your agency. They are used to track project and grant transactions. The field length is 15 alpha-numeric characters. |
| **Activity**  
(Project/Grants, Agency-defined) | If you selected a *Speed Type*, the *Activity* field may populate automatically. You can also enter it manually or click on the **Lookup** icon to select an *Activity*.  
The *Activity* 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. |
| **Source Type**  
(Agency Defined) | If you selected a *Speed Type*, the *Source Type* field may populate automatically. You can also enter it manually or click on the **Lookup** icon to select a *Source Type*.  
The *Source Type* 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. |
| **Category**  
(Agency Defined) | If you selected a *Speed Type*, the *Category* field may populate automatically. You can also enter it manually or click on the **Lookup** icon to select a *Category*.  
Categories are a tier of revenue or costs that agencies track. Also a project costing ChartField. Agencies define these. |
| **Subcategory**  
(Agency Defined) | If you selected a *Speed Type*, the *Subcategory* field may populate automatically. You can also enter it manually or click on the **Lookup** icon to select a *Subcategory*.  
Subcategories are a smaller breakdown of the class of transaction. Agencies define these. It is also a project costing ChartField. |
| **Agency Cost 1**  
Agency Cost 2  
(Agency-defined) | If you selected a *Speed Type*, the *Agency Cost* fields may populate automatically. You can also enter them manually or click on the **Lookup** icon to select an *Agency Cost 1* and/or an *Agency Cost 2*.  
*Agency Cost 1* and *Agency Cost 2* are agency specific fields and will be used at the agency’s discretion. |
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
</table>
| *Approp ID    | If you selected a Speed Type, the Approp ID field may populate automatically. You can also enter it manually or click on the Lookup icon to select an Approp ID.  
The Approp ID represents a single appropriation account that controls the total amount of an agency's expenditures. The Approp ID is unique for every appropriation budget in SWIFT.  
The Approp ID 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        | 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          | Type initially displays “User”. After you generate your cash entries by clicking on the Create button (Lightning Bolt), the Type 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.

   - 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.
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.

   ![Budget Check Icon](image)

   - 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.

   ![Error Message](image)

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.
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.
7. 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.)

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.
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.”

- 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.

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.

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.

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.

3. Click on the Budget Check Options icon (the magnifying glass with the red “X”, indicating that there is a budget error).
4. At the Commitment Control page, click on the “Go to Transaction Exceptions” hyperlink. The Misc. Payment Exceptions page displays.

5. On the Budget Override tab, view the Exception column information.
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:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget has not been set up</td>
<td>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 Create Accounting Entries page for the deposit and the error will disappear.</td>
</tr>
<tr>
<td>ChartFields were entered incorrectly</td>
<td>After identifying the correct ChartFields, proceed to the next step of this topic to clear the error.</td>
</tr>
<tr>
<td>(most commonly the Approp ID)</td>
<td></td>
</tr>
<tr>
<td>Budget Date may not have been coded</td>
<td>After identifying the correct ChartFields, proceed to the next step of this topic to clear the error.</td>
</tr>
<tr>
<td>the correct budget</td>
<td></td>
</tr>
</tbody>
</table>

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

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.

2. At the Modify Accounting Entries search page, accept the default Deposit Unit or enter a Deposit Unit.
3. Enter the Deposit ID for the deposit in error.
4. Click on the Search button. The *Directly Journalled Payments* page appears.

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.

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


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).

4. The ChartFields are now available for editing. Enter the correct ChartFields. In this example, the Approp ID needs to be corrected.
5. 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.

6. Click on the **Complete** checkbox.

7. 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.)

8. 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.

9. 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:

<table>
<thead>
<tr>
<th>Deposit Type</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverse Direct Journal (a deposit that has one line which reverses the original deposit)</td>
<td>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”.</td>
</tr>
<tr>
<td>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</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

![Deposit Entry Page](image)

5. Click the **Add** button and the *Totals* page displays. This page is used to enter information and control totals for the deposit.
6. 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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Received</td>
<td>Enter the Received Date of the original deposit.</td>
</tr>
<tr>
<td>*Control Total Amount</td>
<td>Enter a negative amount.</td>
</tr>
</tbody>
</table>

7. 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.
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.

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 the Cash Management Division of MMB by sending them an email at: Cash.Management.MMB@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.

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:

<table>
<thead>
<tr>
<th>Deposit Type</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverse Direct Journal (a deposit that has one line which reverses the original deposit)</td>
<td>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.</td>
</tr>
<tr>
<td>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</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.
5. Click the Add button.

6. 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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control Total Amount</td>
<td>REQUIRED! Enter “0” (zero) in the Control Total Amount. This is required.</td>
</tr>
<tr>
<td>Count</td>
<td>REQUIRED! Enter a minimum of “2” in the Count 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.</td>
</tr>
<tr>
<td>Deposit Type</td>
<td>The Deposit Type is always a “C” on Zero Dollar correcting deposits.</td>
</tr>
</tbody>
</table>

7. Click on the Payments tab. Complete as you would normally, making sure to do the following:

8. On the first payment row, enter the following:

<table>
<thead>
<tr>
<th>1st Row Entry (Seq 1)</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment ID</td>
<td>Enter an ID that relates to the original transaction; for example, “COR ID XXXXXX”.</td>
</tr>
<tr>
<td>Amount</td>
<td>Enter the negative payment amount to remove the funds from the wrong account.</td>
</tr>
<tr>
<td>Journal Directly</td>
<td>Select the Journal Directly checkbox.</td>
</tr>
</tbody>
</table>
9. Click on the **Add a New Row** (+) button at row 1 and enter the following:

<table>
<thead>
<tr>
<th>2nd Row Entry (Seq 2)</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Payment ID</strong></td>
<td>Enter an ID that relates to the original transaction; for example, “COR ID XXXXXX”.</td>
</tr>
<tr>
<td><strong>Amount</strong></td>
<td>Enter the <strong>positive</strong> payment amount to add the funds to the right account.</td>
</tr>
<tr>
<td><strong>Journal Directly</strong></td>
<td>Select the <strong>Journal Directly</strong> checkbox.</td>
</tr>
</tbody>
</table>

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.

2. 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.
3. Click on the entry for the first Payment Sequence (the reversing entry). The Accounting Entries page appears for the Deposit.

4. 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.

5. Click the **Save** button.

6. Click the **Create** icon to create the cash line. The **Total Debits** should equal the original transaction amount and the entry is now balanced.

7. Click the **Save** button again to save the cash line before marking the deposit complete.

8. Click the **Complete** checkbox.

9. Click the **Budget Check** button. The Budget Status should read “Valid”.

![Image of Accounting Entries page](image-url)
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.

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.

<table>
<thead>
<tr>
<th>Agy</th>
<th>Midas Location</th>
<th>Speed Chart</th>
<th>Amount</th>
<th>MMB Deposit ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>G1001</td>
<td>G10240RHN</td>
<td>NSFCU/ACT</td>
<td>618.12</td>
<td>NSFG10141119940</td>
</tr>
</tbody>
</table>

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

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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Deposit Type</td>
<td>Select “N” for NSF.</td>
</tr>
<tr>
<td>*Control Total Amount</td>
<td>Enter “0” (zero) in the Control Total Amount.</td>
</tr>
<tr>
<td>*Count</td>
<td>Enter “2” in the Count field. You must debit the original revenue account and credit the Clearing Account.</td>
</tr>
<tr>
<td>*Received</td>
<td>Enter the Returned Deposited Items date.</td>
</tr>
</tbody>
</table>
6. Click on the Payments tab. Complete as you would normally, making sure to do the following:

7. On the first payment row, enter the following:

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

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

<table>
<thead>
<tr>
<th>2nd Row Entry (Seq 2)</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment ID</td>
<td>Enter the MMB Deposit ID number so MMB can trace it.</td>
</tr>
<tr>
<td>Amount</td>
<td>Enter the Positive payment amount.</td>
</tr>
<tr>
<td>Journal Directly</td>
<td>Select the Journal Directly checkbox.</td>
</tr>
</tbody>
</table>
9. 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.


2. 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.
3. Click on the entry for the first Payment Sequence (the reversing entry). The Accounting Entries page for the Payment Sequence 1 displays.

4. 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.

5. Click on the Currency Details tab and enter a Line Description.

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 directing this entry to a different budget period than what you are currently in.

7. Optionally, click on the Journal Reference Information tab and enter additional reference information.

8. Click the Save button.
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.

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.
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.

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Balance</td>
<td>= Balanced</td>
</tr>
<tr>
<td>Journalled Total Amount and Count</td>
<td>Should match the Control Total Amount and Count.</td>
</tr>
<tr>
<td>Deposit Status</td>
<td>= None Applied</td>
</tr>
<tr>
<td>Posted Total</td>
<td>= 0.00</td>
</tr>
<tr>
<td>Posted Date</td>
<td>Will be blank</td>
</tr>
</tbody>
</table>

![Image of AR-BI3 interface displaying deposit verification details](image-url)
To verify a deposit that has both payments for AR Items and Direct Journals, the following must be met:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Balance</td>
<td>= Balanced</td>
</tr>
<tr>
<td>Deposit Status</td>
<td>= Complete</td>
</tr>
<tr>
<td>Posted Total Amount and Journalled Total Amount</td>
<td>Should equal the Control Total Amount and Count.</td>
</tr>
<tr>
<td>Counts</td>
<td></td>
</tr>
<tr>
<td>Posted Date</td>
<td>Will have a date</td>
</tr>
</tbody>
</table>

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.

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.

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

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

5. Accept the default process selected and click on the **OK** button. The *Payment Detail* report parameter page displays.


7. Click on the **Go back to Payment Detail** link at the bottom of the page.

8. At the *Payment Detail* page, click on the **Report Manager** link.

9. Click on the **Administration** tab of the Report Manager.

10. To view the report, click on the **Payment Detail** link in the Description column. A pdf of the report displays in a new window.
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:

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Deposit Entry</td>
<td>The standard method used to enter deposits online for AR Items.</td>
</tr>
<tr>
<td>Express Deposit Entry</td>
<td>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 Item ID 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.</td>
</tr>
</tbody>
</table>

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.

![Screenshot of the Create A Regular Deposit Entry page]

*AR-BI3 Accounts Receivable Advanced User Guide*

Released October 31, 2016 (Version # 5)
6. The Totals page is used to enter information and control totals for the deposit. Complete the fields as described below.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Accounting Date</td>
<td>Defaults to the current date and should not be changed. The Accounting Date represents the accounting period that the transaction will post to in the General Ledger. <strong>Exception:</strong> Deposit entries processed between July 1 and the system hard close. The Accounting Date 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.</td>
</tr>
<tr>
<td>*Bank Code</td>
<td>Enter the Bank Code. The Bank Code will be determined by each agency. The description will most likely be a specific Bank Name. The Bank Code and Bank Account fields represent the actual bank account where the money is deposited.</td>
</tr>
<tr>
<td>*Bank Account</td>
<td>Enter the Bank Account. The Bank Account will be determined by each agency. The description will most likely be a specific Bank Name. The Bank Code and Bank Account fields represent the actual bank account where the money is deposited.</td>
</tr>
<tr>
<td>*Deposit Type</td>
<td>Accept the default Deposit Type of “C”. The “NSF” and “Electronic Funds Transfer (Wire)” options will be discussed in those specific topics.</td>
</tr>
<tr>
<td>*MIDAS Location</td>
<td>Enter the MIDAS Location (the bank location). This is the Treasury account in which the money is being deposited. Agencies will determine their MIDAS Location. If you are unsure of which MIDAS Location to use, check with your supervisor. Like all bank account information, it is important that this information is correct.</td>
</tr>
<tr>
<td>*Control Currency</td>
<td>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.</td>
</tr>
<tr>
<td>*Control Total Amount</td>
<td>Enter the sum of the deposit. The amount must reconcile to the bank deposit slip.</td>
</tr>
<tr>
<td>*Count</td>
<td>Enter the number of payments making up the deposit.</td>
</tr>
<tr>
<td>Other Control Totals</td>
<td>Other Control Total fields display after further action with the deposit. For example, the Difference Amount would show a number if the total deposit amount doesn’t balance with the payments entered in the next step on the Payments tab.</td>
</tr>
<tr>
<td>(display only)</td>
<td></td>
</tr>
<tr>
<td>*Received</td>
<td>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.</td>
</tr>
</tbody>
</table>
### 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 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.

### 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.

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 Amount total and number of entered payments on the Payments page equals the Control Amount and Count on the Totals page, the status changes from "Not Balanced" to "Balanced". |
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Seq (Display only)</td>
<td>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.</td>
</tr>
<tr>
<td>*Payment ID</td>
<td>Enter a Payment ID field to identify the payment. You can enter the check number or any other identifier.</td>
</tr>
<tr>
<td>Accounting Date</td>
<td>The Accounting Date field displays the accounting date entered on the Totals page. Do not change this date.</td>
</tr>
<tr>
<td>Amount</td>
<td>Enter the amount of the payment.</td>
</tr>
<tr>
<td>*Payment Predictor</td>
<td>After entering the amount, the Payment Predictor 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.</td>
</tr>
<tr>
<td>Journal Directly (not used with AR Items)</td>
<td>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.</td>
</tr>
<tr>
<td>Range of References</td>
<td>State of Minnesota does not use.</td>
</tr>
</tbody>
</table>

2. 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

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer ID</td>
<td>Enter the Customer ID or click on the Lookup button to search for and select a customer.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter the Business Unit or click on the Lookup to search for and select a Business Unit.</td>
</tr>
<tr>
<td>MICR ID</td>
<td>This is not used in Minnesota.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>Type in the Reference Item number or click on the Lookup and select it from the list. <strong>Note:</strong> If you are entering a payment for an Invoice that has multiple lines, you only need to reference the Item ID once.</td>
</tr>
</tbody>
</table>

3. 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.
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”.
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.

5. Click the *Add* button and the Express Deposit *Totals* page displays.
6. The *Totals* page is used to enter information and control totals for the deposit. Complete the fields as described below.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Accounting Date</td>
<td>Defaults to the current date and should not be changed. The <em>Accounting Date</em> represents the accounting period that the transaction will post to in the General Ledger. <strong>Exception:</strong> Deposit entries processed between July 1 and the system hard close. The <em>Accounting Date</em> 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.</td>
</tr>
<tr>
<td>*Bank Code</td>
<td>Enter the <em>Bank Code</em>. The <em>Bank Code</em> will be determined by each agency. The description will most likely be a specific Bank Name. The <em>Bank Code</em> and <em>Bank Account</em> fields represent the actual bank account where the money is deposited.</td>
</tr>
<tr>
<td>*Bank Account</td>
<td>Enter the <em>Bank Account</em>. The <em>Bank Account</em> will be determined by each agency. The description will most likely be a specific Bank Name. The <em>Bank Code</em> and <em>Bank Account</em> fields represent the actual bank account where the money is deposited.</td>
</tr>
<tr>
<td>*Deposit Type</td>
<td>Accept the default Deposit Type of “C”. The “NSF” and “Wire” (Electronic Funds Transfer) options will be discussed in those specific topics.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>MIDAS Location</td>
<td>Enter the MIDAS Location (the bank location). The treasury account where the money is being deposited. Agencies will determine their MIDAS Location. If you are unsure of which MIDAS Location to use, check with your supervisor. Like all bank account information, it is important that this information is correct.</td>
</tr>
<tr>
<td>*Control Currency</td>
<td>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.</td>
</tr>
<tr>
<td>*Control Total Amount</td>
<td>Enter the sum of the deposit. The amount must reconcile to the bank deposit slip.</td>
</tr>
<tr>
<td>*Count</td>
<td>Enter the number of payments making up the deposit.</td>
</tr>
<tr>
<td>Other Control Totals (display only)</td>
<td>Other Control Total fields display after further action with the deposit. For example, the Difference Amount would show a number if the total deposit amount doesn’t balance with the payments entered in the next step on the Payments tab.</td>
</tr>
<tr>
<td>*Received</td>
<td>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.</td>
</tr>
<tr>
<td>*Entered</td>
<td>Defaults to current date and must not be changed. This is the date that the receipt was actually input into SWIFT.</td>
</tr>
<tr>
<td>Assigned (display only)</td>
<td>Accept the default Use 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 what to change this to someone else’s name if you’re going on vacation and someone else needs to monitor.</td>
</tr>
<tr>
<td>User (display only)</td>
<td>Displays to the User ID of the person creating the deposit.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Balanced</td>
<td>Displays the status of the deposit. When the Amount total and number of entered payments on the Payments page equals the Control Amount and Count on the Totals page, the status changes from &quot;Not Balanced&quot; to &quot;Balanced&quot;.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Payment Seq</td>
<td>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.</td>
</tr>
<tr>
<td>*Payment ID</td>
<td>Use the Payment ID field to identify a payment. You can enter the check number or any other identifier.</td>
</tr>
<tr>
<td>*Accounting Date</td>
<td>The Accounting Date field displays the accounting date entered on the Totals page. Do not change this date.</td>
</tr>
<tr>
<td>*Amount</td>
<td>Enter the amount of the payment.</td>
</tr>
<tr>
<td>Payment Method</td>
<td>Accept the default “Check” for the Payment Method.</td>
</tr>
<tr>
<td>*Payment Predictor</td>
<td>IMPORTANT! Select Payment Predictor. When you select Payment Predictor, a worksheet is automatically created for every payment in the deposit when you click on the Build button. If you DO NOT select Payment Predictor, you will have to build the worksheet(s) manually.</td>
</tr>
<tr>
<td>Item ID</td>
<td>Enter the Item ID or click on the Lookup icon to search for the Item ID. After you select the Item ID, the Item Line, Payment Amount, Currency, Customer ID and Unit are automatically populated.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If the Item has multiple lines, each line of the Item must be entered.</td>
</tr>
</tbody>
</table>

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.
4. Verify that the deposit 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 step.

**Step 3: Build the Worksheet and Select Batch Standard on the Action tab**

Next, you will use the "Build" Worksheet Action and the "Batch Standard" Posting Action to set the deposit for posting.

1. Click on the **Action** tab to post the deposit.
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.
Other options on the *Action* page include:

<table>
<thead>
<tr>
<th>Header Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete Express Deposit</td>
<td>Before you select the “Build” Worksheet Action, you could click on the <strong>Delete Express Deposit</strong> button to delete the deposit you just created.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Worksheet Actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete</td>
<td>Click to delete the payment group that was created without deleting the entire deposit. If you accidentally select the wrong action, select Delete Worksheet on the <em>Worksheet Action</em> page to delete the worksheets, but retain the express deposit information that you entered.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting Entry Actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Entries</td>
<td>Normally, you should not select this option. Instead, you should let the ARUpdate process create accounting entries.</td>
</tr>
</tbody>
</table>

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

- Create an Express Deposit Entry
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.
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.

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.
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.”

- 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.
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: GI10 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.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Midas Location</th>
<th>Speed Chart</th>
<th>Amount</th>
<th>MMB Deposit ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>G1001</td>
<td>G10240RH</td>
<td>NSFLCURACCT</td>
<td>618.12</td>
<td>NSFG0141119940</td>
</tr>
</tbody>
</table>

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

![](image)

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.

2. Accept the default Business Unit or enter a Business Unit.
3. Enter the Item ID.
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 Activity screenshot]

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.

![Deposit ID search results](image)

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 page](image)
6. Click on the **Options** tab.

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

![Image of Options tab with Unpost Reason Lookup set to NSF]

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.

![Image of Action tab with Batch Standard selected]

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.

![Item Activity Page](image)

**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.
5. 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*.

6. **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.)

7. Enter the **Customer ID** or click on the **Lookup** icon to search for a customer.

8. Accept the default **Business Unit** or select a different **Business Unit**.

9. In the **Reference Information** section, delete the Reference **Item ID** by clicking on the **Minus (-)** for row one.

10. Click **OK** button at the prompt.

11. 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.

1. **Navigation Links:** Accounts Receivable, Payments, Apply Payments, Create Worksheet.

2. 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.

3. Click on the **Search** button. The **Payment Worksheet Selection** page displays **Customer ID** populated.
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.
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.

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

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Criteria</td>
<td>Must = “Specific Value”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>Enter the original “On Account” Item Number (&quot;OA___&quot;) or click on the Lookup to search for the Item.</td>
</tr>
<tr>
<td>Anchor BU</td>
<td>Enter the Business Unit.</td>
</tr>
</tbody>
</table>

7. Click on the **Build** button and the **Worksheet Application** page displays.
8. Complete the **Item List** section fields as described below.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Type</td>
<td>Select “WOC” (Write off a Credit).</td>
</tr>
<tr>
<td>*Reason</td>
<td>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 &quot;clear&quot; that NSF item.</td>
</tr>
<tr>
<td>*Sel</td>
<td>Click the Sel checkbox for each Item you want to write-off.</td>
</tr>
</tbody>
</table>

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.

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).
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.

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.

![Incomplete Deposits Page](image)

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".

<table>
<thead>
<tr>
<th>Query Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>M_AR_DEPOSIT_INCOMPLETE</td>
<td>List of Incomplete Deposits</td>
</tr>
</tbody>
</table>

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.
4. 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.

5. If you selected the HTML option, a listing of incomplete deposits for the Business Unit(s) that you have access to will display.

6. 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.

The Excel file opens, displaying the information.

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

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.

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:

<table>
<thead>
<tr>
<th>Query Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MN_AR_PYMTWRKSHT_NOT_POSTED</td>
<td>Payment Worksheets Not Posted</td>
</tr>
<tr>
<td>MN_AR_UNAPPLIED_PYMNTS</td>
<td>Unidentified Payments</td>
</tr>
<tr>
<td>MN_AR_UNIDENTIFIED_PYMNTS</td>
<td>Unapplied Payments</td>
</tr>
</tbody>
</table>

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.
4. 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.

5. Enter the **Business Unit**.

6. Press the **View Results** button.

7. A prompt appears asking what you want to do with the Excel file. **Open** the Excel file to view the data.

8. The Excel file opens, displaying the information.

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

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

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*.
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.
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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Criteria</td>
<td>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”.</td>
</tr>
<tr>
<td>Cust ID</td>
<td>Enter the Customer ID or click on the Lookup icon to search for and select a Customer ID.</td>
</tr>
<tr>
<td>Rate Type</td>
<td>Always “CRRNT.”</td>
</tr>
<tr>
<td>Acctg Date</td>
<td>Accept the default current date.</td>
</tr>
<tr>
<td>MICR ID and Link MICR</td>
<td>These are not used in Minnesota.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Criteria</td>
<td>After you enter the Item Reference information, this field will automatically update to “Specific Value”. Must = “Specific Value”.</td>
</tr>
<tr>
<td>Restrict to</td>
<td>Accept the default “All Customers”.</td>
</tr>
<tr>
<td>Match Rule</td>
<td>Accept the default “Exact Match”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>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 Worksheet Application page already selected in the next step.</td>
</tr>
</tbody>
</table>

- 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

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.
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.

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.
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.

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.

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

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:

<table>
<thead>
<tr>
<th>Worksheet Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete Worksheet</td>
<td>Click to delete the entire worksheet, plus any accounting entries created for the worksheet.</td>
</tr>
<tr>
<td>Delete Payment Group</td>
<td>Click to delete the accounting entries that you create but leave the worksheet.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accounting Entry Actions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create/Review Entries</td>
<td>Normally, you should not select this option. Instead, you should let the ARUpdate process create accounting entries.</td>
</tr>
</tbody>
</table>

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.

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.
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.
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.

5. Complete the row fields as described below.

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

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.

---

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.

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.

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.

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.

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.
6. Click on **Options** tab.

7. Click on the **Unpost Reason Lookup** button and select a **Reason**.

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.

---

**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.
5. 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**.

6. **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.)

7. Update the **Reference** and/or **Customer** Information sections with the correct Item and/or Customer.

8. 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

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.
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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Criteria</td>
<td>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”.</td>
</tr>
<tr>
<td>Cust ID</td>
<td>Enter the Customer ID or click on the Lookup icon to search for and select a Customer ID.</td>
</tr>
</tbody>
</table>
7. Optionally, enter information in the **Item Criteria** section.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Criteria</td>
<td>Must = “Specific Value”. After you enter the Reference, the value will automatically change to “Specific Value”.</td>
</tr>
<tr>
<td>Restrict to</td>
<td>Accept the default “All Customers”.</td>
</tr>
<tr>
<td>Match Rule</td>
<td>Accept the default “Exact Match”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>Enter the Item reference number or click on the <strong>Lookup</strong> to search for the Item.</td>
</tr>
<tr>
<td>Note: Use the <strong>Add New Row (+)</strong> icon to enter additional reference numbers. When you select specific Items, they will populate to the <strong>Worksheet Application</strong> page already selected in the next step.</td>
<td></td>
</tr>
<tr>
<td>Anchor BU</td>
<td>Enter the Business Unit, if not already supplied in the <strong>Customer Criteria</strong> section.</td>
</tr>
<tr>
<td>Currency</td>
<td>Accept the default &quot;USD&quot;.</td>
</tr>
</tbody>
</table>

7. Optionally, enter information in the **Item Criteria** section.

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.

<table>
<thead>
<tr>
<th>Item Inclusion Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Items</td>
<td>The default is to include all items. Generally, you will accept the default.</td>
</tr>
<tr>
<td>Exclude Deduction Items</td>
<td>This option is not currently used in Minnesota.</td>
</tr>
<tr>
<td>Deduction Items Only</td>
<td>This option is not currently used in Minnesota.</td>
</tr>
<tr>
<td>Exclude Collection Items</td>
<td>Exclude Collection Items from the worksheet.</td>
</tr>
</tbody>
</table>
### Item Inclusion Options

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items in Dispute Only</td>
</tr>
<tr>
<td>Include only Items in Dispute.</td>
</tr>
<tr>
<td>Exclude Dispute Items</td>
</tr>
<tr>
<td>Exclude Items in Dispute.</td>
</tr>
</tbody>
</table>

9. Optionally, enter Item Selection Filter parameters.

<table>
<thead>
<tr>
<th>Item Selection Filters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Date From</td>
<td>Use this to search within a specified date range.</td>
</tr>
<tr>
<td>Accounting Date To</td>
<td>Use this to search within a specified date range.</td>
</tr>
<tr>
<td>AR Specialist</td>
<td>This field is not used in Minnesota or is not meaningful.</td>
</tr>
<tr>
<td>Deduction Reason</td>
<td>This field is not used in Minnesota or is not meaningful.</td>
</tr>
<tr>
<td>Broker ID</td>
<td>This field is not used in Minnesota or is not meaningful.</td>
</tr>
</tbody>
</table>

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 header of the Worksheet Application page (on the far right) includes these areas and links:

<table>
<thead>
<tr>
<th>Header Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anchor Information link</td>
<td>Displays the Anchor Business Unit and Anchor Currency; these were set on the Worksheet Selection page.</td>
</tr>
<tr>
<td>Reason Code field</td>
<td>This field is not used in Minnesota, but there are other fields on this page with the same name that are used.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Item Action Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Type</td>
<td>The field defaults to “Offset an Item.” Other options are “Refund A Credit,” “Write-off A Credit,” and “Write-off A Debit.”</td>
</tr>
<tr>
<td>Reason</td>
<td>Available options are contingent on the Entry Type selected above and, in some instances, such as “Offset an Item”, there are no valid reasons.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Row Selection Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice</td>
<td>The options are “Deselect All,” “Deselect Range,” “Select All,” or “Select Range”.</td>
</tr>
<tr>
<td>Range</td>
<td>You can choose the “Select Range” Choice 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. <strong>Note:</strong> This feature applies only when multiple items are selected on the Worksheet Selection page, either by entering a range of reference numbers or by entering a customer number.</td>
</tr>
</tbody>
</table>
4. 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.

<table>
<thead>
<tr>
<th>Display Control Fields</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display</td>
<td>The options include “All Items,” “Blank,” “New Items,” “Other,” “Selected,” and “Unselected.”</td>
</tr>
</tbody>
</table>

5. 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.

![Screenshot of AR-BI3 Interface](image)

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Detail</td>
<td>Click this icon to display the <strong>Worksheet Application Detail View</strong> page with additional information about the item. <strong>Note:</strong> This option can be helpful when you receive an error message indicating that the item is already in another group (on another worksheet). The <strong>Worksheet Application Detail View</strong> 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.</td>
</tr>
<tr>
<td>Seq Nbr (display only)</td>
<td>Shows the sequence number of the item within the list; used when selecting a range of items in the <strong>Row Selection</strong> section above.</td>
</tr>
<tr>
<td>Sel</td>
<td>Click on the <strong>Sel</strong> checkbox. This field must be checked for the item to be included on the worksheet.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Item Balance</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Currency</strong> (display)</td>
<td>Always USD.</td>
</tr>
<tr>
<td><strong>Item ID</strong> (display)</td>
<td>The item number.</td>
</tr>
<tr>
<td><strong>Line</strong> (display)</td>
<td>Line number within the item number; some receivables may have multiple line numbers.</td>
</tr>
<tr>
<td><strong>Type</strong></td>
<td>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).</td>
</tr>
<tr>
<td><strong>Reason</strong></td>
<td>The item action Reason Code. The Type and Reason fields here are the same as Entry Type and Reason in the Item Action section above, but for a specific line rather than the entire worksheet. If you enter the Type and Reason by line here, then you do not need to complete the same fields in the Item Action section. Some Types do not have an associated Reason.</td>
</tr>
<tr>
<td><strong>Unit (Display only)</strong></td>
<td>The Business Unit for the item.</td>
</tr>
<tr>
<td><strong>Customer</strong></td>
<td>The Customer ID on the item.</td>
</tr>
<tr>
<td><strong>Group View Link</strong></td>
<td>Displays groups of matching debit and credit items. Click on the Return to Normal View link to return to the normal view.</td>
</tr>
<tr>
<td><strong>Revenue Distribution Link</strong></td>
<td>This is not used in Minnesota.</td>
</tr>
<tr>
<td><strong>Write-Off Remaining Amount Link</strong></td>
<td>Note: You may also see a Write-Off Remaining Amount link. This is not used in Minnesota.</td>
</tr>
</tbody>
</table>

You can modify the list directly from the Worksheet Application page by adding or deleting items.

**To add items to the list:**

<table>
<thead>
<tr>
<th>Add Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Click the Add New Row (Plus sign) icon</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Click the Add Item button</strong></td>
<td>This option opens a new page to enter or look up the Business Unit, Customer ID, and Item ID. Click OK to return to the Worksheet Application page.</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Delete Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click the Delete Row (minus sign) icon</td>
<td>This option removes the item from the list.</td>
</tr>
<tr>
<td>Click the Sel/ checkbox to Deselect an</td>
<td>This option causes SWIFT to ignore this item when posting the</td>
</tr>
<tr>
<td>item before saving</td>
<td>worksheet.</td>
</tr>
</tbody>
</table>

The **Balance Section** shows the net credits and debits to be processed when the worksheet is posted.

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.

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.

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Criteria</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Customer ID</strong></td>
<td>Enter the <strong>Cust ID</strong> or click on the <strong>Lookup</strong> to search for and select a Customer.</td>
</tr>
<tr>
<td><strong>Business Unit</strong></td>
<td>Accept the <strong>Business Unit</strong> default or enter a <strong>Business Unit</strong>. <strong>Note</strong>: once you select the <strong>Business Unit</strong>, SWIFT populates the other fields in the <strong>Customer Reference</strong> section.</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Criteria</td>
<td>Must = “Specific Value”. After you enter the Reference, the value will automatically change to “Specific Value”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
</tbody>
</table>
| 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 **Worksheet Application** page already selected in the next step. |
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.

---

### Field Name | Field Description
--- | ---
**Anchor BU** | Enter the *Business Unit* if not already supplied in the *Customer Criteria* section.

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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Item Balance</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>
### Field Name | Field Description
---|---
**Type** | Select “MT” (Offset an Item) for the Type 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 Entry Type in the Item Action section, this type would automatically be applied to the selected Items.

**Reason** | Leave blank. There is no associated Reason 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.

**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.
**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).

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).

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Criteria</td>
<td>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”.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter the Cust ID or click on the <strong>Lookup</strong> to search for and select a Customer.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Accept the <em>Business Unit</em> default or enter a <em>Business Unit</em>. <em>Note:</em> once you select the Business Unit, SWIFT populates the other fields in the Customer Reference section.</td>
</tr>
<tr>
<td>Accounting Date</td>
<td>Defaults to current date. Generally, you would not change.</td>
</tr>
</tbody>
</table>

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 Business Unit, 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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select “WOD” (Write-Off a Debit) for the Type field for the Items you want to write-off, indicating what action will be taken when the worksheet is posted.</td>
</tr>
<tr>
<td>Reason</td>
<td>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.</td>
</tr>
<tr>
<td>Sel</td>
<td>Click the Sel checkbox for each item you want to Write-Off.</td>
</tr>
</tbody>
</table>

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.
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.

![Worksheet Application](image)

**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.

2. At the Finalize Worksheet page, enter your search criteria.
   - **Field Name**: Worksheet Business Unit
     - **Field Description**: Accept the default or enter a Worksheet Business Unit.
   - **Field Name**: Worksheet ID
     - **Field Description**: Enter the Worksheet ID for the write-off.
   - **Field Name**: User ID
     - **Field Description**: Optionally, enter a User ID or use the Lookup to search for and select a User ID.
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.
After the ARUpdate process posts the transaction, the Write-off displays on the customer's account.

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.

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.
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.
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.

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.)
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Criteria</td>
<td>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.”</td>
</tr>
<tr>
<td>Cust ID</td>
<td>Enter the Customer ID or click on the Lookup icon to search for and select a Customer ID.</td>
</tr>
<tr>
<td>Rate Type</td>
<td>Always “CRRNT.”</td>
</tr>
<tr>
<td>Acctg Date</td>
<td>Confirm the accounting date. Defaults to current date. Generally, this should not be changed.</td>
</tr>
<tr>
<td>MICR ID/Link MICR</td>
<td>These are not used in Minnesota.</td>
</tr>
</tbody>
</table>
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 refund.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Criteria</td>
<td>Must = &quot;Specific Value&quot;. After you enter the Reference, the value will automatically change to “Specific Value”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>Enter the Item to be refunded or click on the <strong>Lookup</strong> to search for the Item. (This is generally an &quot;On Account&quot; (OA) Item. Occasionally, a refund is processed against a credit invoice with an entry type “CR”. )</td>
</tr>
<tr>
<td>Anchor BU</td>
<td>Enter the Business Unit, if not already supplied in the <strong>Customer Criteria</strong> section.</td>
</tr>
<tr>
<td>Currency</td>
<td>Accept the default &quot;USD&quot;.</td>
</tr>
</tbody>
</table>

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 is to include all items.

9. 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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Select “RC” (Refund a Credit) for the Type field for the Items you want to refund, indicating what action will be taken when the worksheet is posted.</td>
</tr>
<tr>
<td>Reason</td>
<td>Select “REFND” (Refund). Reason codes in combination with Entry Type help determine what accounting entries will be created as the result of a transaction.</td>
</tr>
<tr>
<td>Sel</td>
<td>Click the Sel checkbox for each item you want to refund.</td>
</tr>
</tbody>
</table>

**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 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.

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.
8. Note the Process Instance number and click on the Process Monitor link to ensure the process is successful.

9. 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.

10. 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.

11. 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.
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.
• **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.

![Image of Account Details]

• 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).

![Image of Voucher Search]

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Criteria</td>
<td>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”.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter the Cust ID or click on the Lookup to search for and select a Customer.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Accept the Business Unit default or enter a Business Unit. Note: once you select the Business Unit, SWIFT populates the other fields in the Customer Reference section.</td>
</tr>
</tbody>
</table>
7. 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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Reference Criteria</td>
<td>Must = “Specific Value”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>Enter the Item for the Transfer or click on the Lookup to search for the Item.</td>
</tr>
<tr>
<td>*Restrict to</td>
<td>Accept the default “All Customers”.</td>
</tr>
<tr>
<td>*Exact Match</td>
<td>Accept the default “Exact Match”.</td>
</tr>
</tbody>
</table>

8. Optionally, use the Item Inclusion Options section to indicate whether certain types of items will be included or excluded from the worksheet.

9. 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.

![Finalize Worksheet](image)

**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.

![Item Activity](image)

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:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>Accept the default Business Unit or select a different Business Unit.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter the Customer ID or click on the Lookup button to search for and select a Customer ID.</td>
</tr>
<tr>
<td>Item ID</td>
<td>Enter an Item ID or search for and select an Item ID.</td>
</tr>
</tbody>
</table>
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.

---

**Option 1: Place an Item in Dispute**

To place an Item in Dispute:

1. Complete the **Customer Relations** section as follows:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dispute</td>
<td>Click on the <em>Dispute</em> checkbox.</td>
</tr>
<tr>
<td>Reason</td>
<td>You will select a predetermined <em>Reason</em> code. Click on the <em>Lookup</em> button and select a <em>Reason</em> code.</td>
</tr>
<tr>
<td>Date</td>
<td>After selecting the <em>Reason</em>, the <em>Date</em> is automatically populated with the current date of the transaction. Accept this date or enter a different date.</td>
</tr>
<tr>
<td>Disputed Amount</td>
<td>After selecting the <em>Reason</em>, the <em>Disputed Amount</em> defaults to the total Item amount. Accept this amount or enter a different amount.</td>
</tr>
</tbody>
</table>
2. 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:

1. Complete the **Customer Relations** section as follows

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection</td>
<td>Click on the <strong>Collection</strong> checkbox.</td>
</tr>
<tr>
<td>Collection Date</td>
<td>After clicking on the Collection checkbox, the <strong>Collection Date</strong> is automatically populated with the current date of the transaction. Accept this date or enter a different date.</td>
</tr>
<tr>
<td>Code</td>
<td>You will select a predetermined <strong>Collection code</strong>. Click on the <strong>Lookup</strong> button and select a <strong>Collection code</strong>.</td>
</tr>
</tbody>
</table>

2. 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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Status</td>
<td>Select a Status from the drop-down menu. Options include: New, Open and Closed.</td>
</tr>
<tr>
<td>Subject</td>
<td>The Subject field is used to provide a categorization of the conversation. Click on the Lookup to select a Subject. Options include “Invoice” and “Payment”.</td>
</tr>
<tr>
<td>Sub-Topic</td>
<td>The Sub-Topic field is used to provide a more detailed categorization of the conversation. Click the Lookup button and select a Sub-Topic. Options include “Invoice Issue” and “Payment Issue”.</td>
</tr>
<tr>
<td>*Description</td>
<td>Use the Description field to specify the purpose of this conversation.</td>
</tr>
</tbody>
</table>
5. Add/update the **Conversation Entries** section as described below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact ID</td>
<td>There is limited use of the Contact ID in Minnesota at this time. If a Contact ID has been entered for the person you spoke with and related to the customer, you can use the <strong>Lookup</strong> to search for and select the contact. If a Contact ID is selected, the system automatically populates the Telephone/Extension information if it was entered when creating the contact. If a Contact ID has not been entered, you could enter the customer contact information in the <strong>Comments</strong> field.</td>
</tr>
<tr>
<td>*Comments</td>
<td>Click into the <strong>Comments</strong> field to log the conversation information you want to retain for your records. Do not enter private data into this field.</td>
</tr>
</tbody>
</table>

6. Optionally, view the **References** tab where the related **Item ID** is noted.

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Group Unit</td>
<td>Accept the default Group Unit or enter a Group Unit. This is usually the same as your Business Unit.</td>
</tr>
<tr>
<td>*Process Frequency</td>
<td>WARNING! Select “Always”.</td>
</tr>
<tr>
<td>High Balance Basis Date</td>
<td>This field is not used in Minnesota.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>*Accounting Date From</td>
<td>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 Accounting Date From and Accounting Date To fields, only transactions with accounting dates that fall within the range selected in these fields will be included in the ARUpdate process.</td>
</tr>
<tr>
<td>*Accounting Date To</td>
<td>Verify the To Date and enter a new date if desired. You should always check the value that defaults in the Accounting Date To field. When you first create a Run Control ID, this field defaults to the current date. If you use a previously created Run Control ID, this field will default to the date used when the existing Run Control ID 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.</td>
</tr>
</tbody>
</table>

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 Run Control ID and the Process Instance number that was generated when the process was last run.

4. Click on the Save button.  
   **Note**: You will not need to do entries on the Options tab.

5. Click on the Run button to start the processing. The Process Scheduler Request page appears.

6. Accept the default selection “PS/AR Receivable Update” and click the OK button.

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.

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.

![Message Log](image)

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.

2. At the All Items w/Detail page, enter the applicable search criteria as described below.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Accept the default Group Unit or enter a Group Unit. This is usually the same as the Business Unit.</td>
</tr>
<tr>
<td>Group ID</td>
<td>Invoices run through ARUpdate as a group and automatically receive a generated Group ID. If you enter a Group ID, 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 Group Unit.</td>
</tr>
<tr>
<td>User ID</td>
<td>The User ID of the person who ran the ARUpdate process.</td>
</tr>
<tr>
<td>Assigned Operator ID</td>
<td>Usually the User ID of the person who ran the ARUpdate process with that Run Control ID.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Field Description</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------</td>
</tr>
</tbody>
</table>
| Group Type    | Group Type options include:  
|               | B – Billing  
|               | F – Overdue Charges  
|               | M – Maintenance  
| Origin ID     | Origin ID 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 Posted Date 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:

<table>
<thead>
<tr>
<th>Section</th>
<th>Fields to Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Displays the Accounting Date, Group Type, and Origin ID.</td>
</tr>
</tbody>
</table>
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

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.

The **Control Data** section shows dates of interest for the item, and the User ID for the person who created it and monitored it.

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.

The **Pending Item 1** tab displays information as described below:

<table>
<thead>
<tr>
<th>Section</th>
<th>Fields to Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Item Entry</td>
<td>Header information about the Item, including Accounting Date, Item ID, Customer ID and Name, Amount, and Posted status.</td>
</tr>
<tr>
<td>Terms</td>
<td>The term and payment details.</td>
</tr>
<tr>
<td>PO</td>
<td>Purchasing information entered for the item.</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Section</th>
<th>Fields to Note</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Payment Item Entry</strong></td>
<td>Header information about the Item, including <strong>Item ID</strong>, <strong>Business Unit</strong>, <strong>Customer ID</strong>, <strong>Amount</strong>, and <strong>Posted</strong> status. You are also able to view <strong>Dispute</strong> and <strong>Collection</strong> status, correspondence information, and the Customer Location. The <strong>Analyst</strong> and <strong>Collector</strong> information will typically display “DEFAULT”.</td>
</tr>
<tr>
<td><strong>Cash Forecasting</strong></td>
<td>Bank information is displayed.</td>
</tr>
<tr>
<td><strong>Draft Options</strong></td>
<td>This section is not being used in Minnesota.</td>
</tr>
</tbody>
</table>

**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.

![Accounting Entries screenshot]

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Unit</td>
<td>Enter your Deposit Unit (same as Business Unit). <strong>TIP:</strong> Use the “IN” operator to select multiple Deposit Units and save your search.</td>
</tr>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP:</strong> Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP:</strong> Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
Option 2: To perform error checking and edit external pending item groups during posting

1. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, External Items

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Unit</strong></td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td><strong>Business Unit</strong></td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Unit</strong></td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td><strong>Business Unit</strong></td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>TIP:</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit).</td>
<td>Use the “IN” operator to select multiple Group Units and save your search.</td>
<td></td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit.</td>
<td>Use the “IN” operator to select multiple Business Units and save your search.</td>
<td></td>
</tr>
</tbody>
</table>

Option 5: To check for unpost function errors

1. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, Unpost

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>TIP:</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit).</td>
<td>Use the “IN” operator to select multiple Group Units and save your search.</td>
<td></td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit.</td>
<td>Use the “IN” operator to select multiple Business Units and save your search.</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>M_AR_GBL_PENDING_ITEM_ERR_EXT</td>
<td>External Pending Item Errors</td>
</tr>
</tbody>
</table>

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.
4. 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.

5. Enter your Business unit.

6. Press the View Results button.

7. A prompt appears asking what you want to do with the Excel file. **Open** the Excel file to view the interface errors.

8. The Excel file includes fields displaying a number of fields.
   - The Err Code column provides a description of the error.
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:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTPD</td>
<td>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.</td>
</tr>
<tr>
<td>ACTOB</td>
<td>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.</td>
</tr>
<tr>
<td>COMBO</td>
<td>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.</td>
</tr>
<tr>
<td>CUSOM</td>
<td>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</td>
</tr>
</tbody>
</table>

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.
2. At the Payment page, enter the required search criteria described below, along with any other applicable criteria.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Deposit Unit</td>
<td>Accept the default Deposit Unit or enter a Deposit Unit. This is usually the same as the Business Unit but can be different. This is a required field.</td>
</tr>
<tr>
<td>*Group Unit</td>
<td>Accept the default Group Unit or enter a Group Unit. This is usually the same as the Business Unit but can be different. This is a required field.</td>
</tr>
<tr>
<td>*Business Unit</td>
<td>Accept the default Business Unit or enter a Business Unit. This is usually the same as the Business Unit but can be different. This is a required field.</td>
</tr>
</tbody>
</table>

3. Click on the Search button.

4. Click on an entry in the Search Results Listing. The Payment Control page displays.
• 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.
2. Click on the Error Info button. The error message displays. In this case the error indicates that “00000217670 Items(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.
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.

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”.

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.)

4. Select “Not Posted” for the *Posting Status*.
5. Click on the **Search** button.
6. The *Group Control* page for the group displays.
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.

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.
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”.

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit</td>
<td>Accept the default Business Unit or click on the Lookup button and select a different Business Unit.</td>
</tr>
<tr>
<td>Process Frequency</td>
<td>Select “Always”.</td>
</tr>
</tbody>
</table>

4. Click on the **Save** button.
5. Click on the **Run** button. The Process Scheduler Request page displays.
6. Accept the default process “PS/AR Aging – Preprocessor” and click the OK button.

7. You are returned to the Aging page. Click on the Process Monitor link. The Process List page appears.

8. In the Process Name column, click on the “ARAGE” link for the Aging process you ran.

9. 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 setup 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.

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.

![Overdue Charges Process Screenshot](image-url)
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>As of Date</td>
<td>The <em>As of Date</em> 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.</td>
</tr>
<tr>
<td>SetID</td>
<td>Enter your <em>Business Unit</em> or use the <strong>Lookup</strong> icon to select your <em>Business Unit</em>. The <em>SetID</em> is where the customer exists. In most cases the <em>Business Unit</em> and the <em>SetID</em> are the same unless a <em>Business Unit</em> shares customers with a different business unit.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Accept the default <em>Business Unit</em> or click on the <strong>Lookup</strong> icon and select a <em>Business Unit</em>. <em>(The <em>Business Unit</em> is where the receivable exists.)</em></td>
</tr>
<tr>
<td>Customer ID</td>
<td>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.</td>
</tr>
<tr>
<td>Correspondence</td>
<td>Optionally, select a specific <em>Correspondence Customer</em>. If you do not enter a <em>Correspondence Customer</em>, you will create overdue charges for all <em>Correspondence Customers</em> in the selected Business Unit.</td>
</tr>
<tr>
<td>Overdue Charge Group</td>
<td>Accept the default “All Overdue Charge Groups”.</td>
</tr>
<tr>
<td>Group Unit</td>
<td>Select a <em>Group Unit</em> (the same as your Business Unit.)*</td>
</tr>
<tr>
<td>Prime Rate</td>
<td>Leave this field blank. Minnesota has no overdue charges based on prime rate.</td>
</tr>
</tbody>
</table>

**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.
7. Click the **OK** button.

8. You are returned to the *Overdue Charges* page. Click on the *Process Monitor* link. The *Process List* page appears.

9. Monitor the process to ensure that the process is successful. Click on the **Refresh** button to refresh the screen.

10. 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 run 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.


2. At the Review Overdue Charges page, enter your search criteria.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SetID</td>
<td>Select the SetID. The SetID is where the customer exists. In most cases the Business Unit and the SetID are the same unless a Business Unit shares customers with a different business unit.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Optionally, enter a Correspondence Customer or use the Lookup to select a Correspondence Customer.</td>
</tr>
<tr>
<td>Overdue Charge Number</td>
<td>Optionally, enter the Overdue Charge Number that you want to view or use the Lookup to select an Overdue Charge Number.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SetID</td>
<td>Select the SetID. The SetID is where the customer exists. In most cases the Business Unit and the SetID are the same unless a Business Unit shares customers with a different business unit.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Optionally, enter a Correspondence Customer or use the Lookup to select a Correspondence Customer.</td>
</tr>
<tr>
<td>Overdue Charge Number</td>
<td>Optionally, enter the Overdue Charge Number that you want to view or use the Lookup to select an Overdue Charge Number.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Accept the default Business Unit or click on the Lookup icon and select a Business Unit. (The Business Unit is the where the receivable exists.)</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Optionally, enter a Customer ID or use the Lookup to select a Customer ID.</td>
</tr>
</tbody>
</table>
3. Click on the **Search** button.

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.

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.

**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.

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>As of Date</td>
<td>The <em>As of Date</em> 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. <strong>Note:</strong> The Customer Statements will include Open Items posted to the Customer’s account as of this date.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Accept the default <em>Business Unit</em> or click on the <strong>Lookup</strong> icon and select a <em>Business Unit</em>. <em>(The <em>Business Unit</em> is where the receivable exists.)</em></td>
</tr>
<tr>
<td>Location ID</td>
<td>Accept the default <em>Location ID</em> or click on the <strong>Lookup</strong> icon and select a <em>Location ID</em>. This is the return address that will be printed on the customer statement.</td>
</tr>
<tr>
<td>SetID</td>
<td>Select the <em>SetID</em>. The <em>SetID</em> is where the customer exists. In most cases the <em>Business Unit</em> and the <em>SetID</em> are the same unless a <em>Business Unit</em> shares customers with a different business unit.</td>
</tr>
<tr>
<td>Customer</td>
<td>Optionally, select a specific customer. If you do not enter a <em>Customer</em>, you will create statements for all Customers with open items in the selected <em>Business Unit</em>.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Optionally, select a specific <em>Correspondence Customer</em>. If you do not enter a <em>Correspondence Customer</em>, you will create statements for all <em>Correspondence Customers</em> in the selected Business Unit.</td>
</tr>
<tr>
<td>Statement Group</td>
<td>Accept the default. Statement Group is not used by the State of MN.</td>
</tr>
<tr>
<td>Balance Forward Due Date (display only)</td>
<td>Minnesota does not use the Balance Forward options.</td>
</tr>
<tr>
<td>Statement Note Code</td>
<td>Optionally, select a <em>Statement Note Code</em>. Statement Notes are determined by the agency and set up behind the scenes. If you select a <em>Statement Note Code</em>, the corresponding note text will be printed on the Statement. Refer to the “<a href="#">Creating Customer Statement Notes</a>” topic to learn how to set up notes.</td>
</tr>
<tr>
<td>Open Item</td>
<td>Produces statements that show the open items for each customer.</td>
</tr>
<tr>
<td>Open Item Includes Drafts</td>
<td>The <em>Open Item Include Drafts</em> option is not used by the State of MN.</td>
</tr>
<tr>
<td>Balance Forward</td>
<td><strong>WARNING</strong>! Minnesota does not use the Balance Forward options. Do not select.</td>
</tr>
<tr>
<td>Balance Forward Re-run</td>
<td><strong>WARNING</strong>! Minnesota does not use the Balance Forward options. Do not select.</td>
</tr>
</tbody>
</table>
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.
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.

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.
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.

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.

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).

5. Click the Add button. The Statement Note page displays.
6. Complete the Statement Note page as described below:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Description</td>
<td>Enter a description for the note.</td>
</tr>
<tr>
<td>*Text</td>
<td>Enter the text that will appear on the statements when this code is selected.</td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Accept the default or enter a SetID (your Business Unit).</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Optionally, enter a Correspondence Customer ID or click on the Lookup to search for and select a Correspondence Customer.</td>
</tr>
<tr>
<td>Statement Number</td>
<td>Optionally, enter a Statement Number or click on the Lookup to search for and select a Statement Number.</td>
</tr>
<tr>
<td>Statement Date</td>
<td>Optionally, enter a Statement Date.</td>
</tr>
</tbody>
</table>

3. Click on the Search button.

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.
5. Review the statement information included in each section:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Header</strong></td>
<td>Displays the overall statement information including <strong>Statement Number</strong>, <strong>Correspondence Customer Number</strong> and <strong>Statement Date</strong>.</td>
</tr>
<tr>
<td><strong>Subtotals by Currency and Locations</strong></td>
<td>Displays balances, along with the <strong>Location</strong> and type of statement.</td>
</tr>
<tr>
<td><strong>Details</strong></td>
<td>Displays the <strong>Item ID</strong>, <strong>Line</strong>, <strong>Item Statement Amount</strong>, <strong>Item Current Amount</strong>, <strong>Entry Type</strong>, <strong>Business Unit</strong>, <strong>Customer ID</strong>, and <strong>Customer Short Name</strong>.</td>
</tr>
</tbody>
</table>

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.


2. Enter criteria on the Review Statements page as described below:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Enter a SetID (your Business Unit).</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Optionally, enter a Correspondence Customer ID or click on the Lookup to search for and select a Correspondence Customer.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Optionally, enter a Customer ID or click on the Lookup to search for and select Customer ID.</td>
</tr>
</tbody>
</table>

3. Click on the Search button. The Review Statements page displays.
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:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Displays the overall statement information including Statement Number, Customer Number and Statement Date.</td>
</tr>
<tr>
<td>Subtotals by Currency and Locations</td>
<td>Displays Balances, along with the Location and Type of statement.</td>
</tr>
<tr>
<td>Details</td>
<td>Displays the Item ID, Line, Item Statement Amount, Item Current Amount, Entry Type, Business Unit, Customer ID, and Customer Short Name.</td>
</tr>
</tbody>
</table>

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.

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*As of Date</td>
<td>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. <strong>Note:</strong> Dunning letters will be created for Open Items that are overdue as of this date.</td>
</tr>
<tr>
<td>*SetID</td>
<td>Enter a SetID (usually the same as your Business Unit).</td>
</tr>
<tr>
<td>*Unit</td>
<td>Enter your Business Unit.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Optionally, enter a Customer ID to run the process for the customer. If you don't select a Customer ID, the process will run for all customers in the selected Business Unit.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Optionally, enter a Correspondence Customer ID to run the process for the correspondence customer. If you don't select a Correspondence Customer, the process will run for all.</td>
</tr>
<tr>
<td>Dunning Group</td>
<td>The field is not used in the State of Minnesota.</td>
</tr>
<tr>
<td>Letter Options</td>
<td>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.</td>
</tr>
</tbody>
</table>
4. Click the **Run** button. The *Process Scheduler Request* page displays.

5. **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.

6. Click the **OK** button. You are returned to the *Dunning Letters Parameters* page.

7. Click the *Process Monitor* link. The *Process List* page displays.
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.
• 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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Enter a SetID (usually your Business Unit).</td>
</tr>
<tr>
<td>*Dunning Number</td>
<td>Enter the <em>Dunning Number</em> (available from the Message Log of the Dunning Letter Process) Also called the <em>Dunning ID</em>.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Enter a <em>Correspondence Customer ID</em> to run the process for the Correspondence Customer.</td>
</tr>
</tbody>
</table>

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.
5. 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.

6. Click the Letter Editing tab.

   ![Letter Editing Page]

   - 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.

7. 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:

<table>
<thead>
<tr>
<th>Letter Code</th>
<th>Letter Name</th>
<th>Default Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>First Letter</td>
<td>This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.</td>
</tr>
<tr>
<td>2</td>
<td>Second Letter</td>
<td>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.</td>
</tr>
<tr>
<td>3</td>
<td>Last Letter</td>
<td>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.</td>
</tr>
<tr>
<td>F</td>
<td>Follow Up Letter</td>
<td>User-defined text.</td>
</tr>
</tbody>
</table>

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.

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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Enter a <em>SetID</em> (usually your Business Unit).</td>
</tr>
<tr>
<td><em>Dunning Number</em></td>
<td>Enter the <em>Dunning Number</em> (available from the Message Log of the Dunning Letter Process). Also called the <em>Dunning ID</em>.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Enter a <em>Customer ID</em> to run the process for the customer.</td>
</tr>
</tbody>
</table>

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.
5. Click the **Save** button.

6. 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.

7. 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.

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.

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.
11. At the *Process Detail* page, view whether the process was successful. You can click on the *Refresh* button to refresh the page.

12. Click on the *Return* button.

13. Click on the *Go Back to Print Letter* link. You are returned to the *Dunning Letter Print* page.

14. Click on the *Report Manager* link.

15. Click on the *Administration* tab of the Report Manager.

16. Click the “*ARX33000_ARX33000.pdf*” link in the *Description* column for the process that you ran.

17. 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.
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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Enter a SetID (usually the same as your Business Unit).</td>
</tr>
<tr>
<td>*Dunning Number</td>
<td>Enter the Dunning Number (available from the Message Log of the Dunning Letter Process). Also called the Dunning ID.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Enter a Customer ID to run the process for the customer.</td>
</tr>
</tbody>
</table>

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.
5. 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.

6. Click the **Yes** button.

7. Click the **Save** button.

8. 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.


2. Enter your search criteria on the History of Letters page.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Enter a SetID (usually the same as your Business Unit).</td>
</tr>
<tr>
<td>Correspondence Customer ID</td>
<td>Enter a Correspondence Customer ID or search for and select a Correspondence Customer ID.</td>
</tr>
<tr>
<td>Dunning Number</td>
<td>Enter the Dunning Number (available from the Message Log of the Dunning Letter Process). Also called a Dunning ID.</td>
</tr>
<tr>
<td>Dunning Date</td>
<td>Enter a Dunning Date.</td>
</tr>
<tr>
<td>Delete Letter</td>
<td>Click on the Delete Letter checkbox to limit your results to deleted letters.</td>
</tr>
</tbody>
</table>

3. Click the Search button.
4. 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.

5. 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.

6. 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**

7. Click in the **Grid** icon to load the information to an Excel spreadsheet.

8. Click the **Letter Content** tab. You are able to view but not edit text.

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.


2. At the Last Letter page, enter your search criteria.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*SetID</td>
<td>Enter a SetID (usually the same as your Business Unit).</td>
</tr>
<tr>
<td>*Business Unit</td>
<td>Enter the Business Unit.</td>
</tr>
<tr>
<td>Correspondence Customer</td>
<td>Enter a Customer Correspondence ID to run the process for the Correspondence Customer.</td>
</tr>
</tbody>
</table>

3. Click the **Search** button. The search automatically brings you to the Last Dunning Letter page.
1. 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.

2. 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*

3. Click the **Letter Content** tab. You are able to view but not edit text.

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.


2. At the Item Dunning Status page, enter your search criteria for the Item you want to view.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Business Unit</td>
<td>Enter a SetID (usually the same as your Business Unit).</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter a Customer ID or search for and select a Customer ID.</td>
</tr>
<tr>
<td>Item ID</td>
<td>Enter an Item ID or search for and select an Item ID.</td>
</tr>
<tr>
<td>Item Line</td>
<td>Enter an Item Line or search for and select an Item Line.</td>
</tr>
</tbody>
</table>

3. Click the **Search** button. The Item Dunning Status page displays.
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.

2. Enter your search criteria on the Item Dunning History page.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Business Unit</td>
<td>Enter a SetID (usually the same as your Business Unit).</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter a Customer ID or search for and select a Customer ID.</td>
</tr>
<tr>
<td>Item ID</td>
<td>Enter an Item ID or search for and select an Item ID.</td>
</tr>
<tr>
<td>Item Line</td>
<td>Enter an Item Line or search for and select an Item Line.</td>
</tr>
</tbody>
</table>

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.

![Dunned Item History](image)
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

<table>
<thead>
<tr>
<th>Flow</th>
<th>Code</th>
<th>Description</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>U</td>
<td>Unidentified</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>E</td>
<td>Identified – Express</td>
<td>Item or payment reference information was provided on the Express Deposit – Payment page. The payment is linked to an item or items, but not set to post. You can change all payment information.</td>
</tr>
<tr>
<td></td>
<td>I</td>
<td>Identified</td>
<td>Payment reference information or a customer identifier was provided upon entry. This occurs for regular deposits on the Regular Deposit – Payments page or on the Worksheet Selection page. If you need to delete a worksheet, the payments status reverts to “Identified”.</td>
</tr>
<tr>
<td></td>
<td>W</td>
<td>Worksheet</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>A</td>
<td>Applied</td>
<td>The payment has been applied, and either accounting entries were created online or the payment is set to post on the Worksheet Action page. If any payment in a deposit has this status, you cannot change any deposit or payment information.</td>
</tr>
<tr>
<td>Finish</td>
<td>C</td>
<td>Complete</td>
<td>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.</td>
</tr>
</tbody>
</table>

Direct Journal Payment Status

<table>
<thead>
<tr>
<th>Flow</th>
<th>Code</th>
<th>Description</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>U</td>
<td>Unidentified</td>
<td>A payment was entered through a regular deposit.</td>
</tr>
<tr>
<td>Finish</td>
<td>J</td>
<td>Directly Journalled</td>
<td>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 Accounting Entries page.</td>
</tr>
</tbody>
</table>
SWIFT Inquiries for Clean-Up and Review

This topic lists several SWIFT inquires 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 **Look Up** Business Unit icon and click on the checkbox for each Business Unit you would like to search.

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.
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.

7. The next time you want to run the inquiry, navigate to the page and select the saved search from the listing.

The list of inquiries follows.
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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>

To review AR direct journal transactions that failed budget checking

2. **Navigation Links**: Commitment Control, Review Budget Check Exceptions, Revenues, Direct Journal

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
<tr>
<td>Field Name</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Unit</td>
<td>Enter your Deposit Unit (same as Business Unit). <strong>TIP</strong>: If you have multiple Deposit Units, use the “IN” operator to select multiple Deposit Units and save your search to use for next time.</td>
</tr>
</tbody>
</table>
To review a list of incomplete express deposit transactions

4. **Navigation Links**: Accounts Receivable, Payments, Online Payments, Express Deposit

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Unit</td>
<td>Enter your Deposit Unit (same as Business Unit).</td>
</tr>
</tbody>
</table>
To review and correct budget-checking errors

5. **Navigation Links**: Accounts Receivable, Receivables Update, Revenue Estimates, Correct Transactions

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business Unit</strong></td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the &quot;IN&quot; operator to select multiple Business Units and save your search.</td>
</tr>
<tr>
<td><strong>Budget Checking</strong></td>
<td>In Error in Budget Check, Not Budget Checked. <strong>TIP</strong>: Hold down the Ctrl key to select multiple options.</td>
</tr>
</tbody>
</table>

To review and edit maintenance groups and check for errors on worksheet

6. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, Worksheet

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Unit</strong></td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the &quot;IN&quot; operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td><strong>Business Unit</strong></td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the &quot;IN&quot; operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
To view payments that failed posting

7. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, Payment

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit Unit</td>
<td>Enter your Deposit Unit (same as Business Unit). <strong>TIP</strong>: Use the &quot;IN&quot; operator to select multiple Deposit Units and save your search.</td>
</tr>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the &quot;IN&quot; operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the &quot;IN&quot; operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
To perform error checking and edit external pending item groups during posting


<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP:</strong> Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP:</strong> Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
To check for errors on a transfer worksheet

9. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, Transfer

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>

To perform error checking and edit overdue charge pending item groups

10. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, Overdue Charge Items

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Unit</td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
To check for unpost function errors

11. **Navigation Links**: Accounts Receivable, Receivables Update, Correct Posting Errors, Unpost

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group Unit</strong></td>
<td>Enter your Group Unit (usually same as Business Unit). <strong>TIP</strong>: Use the “IN” operator to select multiple Group Units and save your search.</td>
</tr>
<tr>
<td><strong>Business Unit</strong></td>
<td>Enter your Business Unit. <strong>TIP</strong>: Use the “IN” operator to select multiple Business Units and save your search.</td>
</tr>
</tbody>
</table>
To review a list of incomplete deposits

12. **Navigation Links**: Accounts Receivable, Payments, Review Payments, Incomplete Deposits

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit</td>
<td>Enter your Business Unit (usually same as Business Unit).</td>
</tr>
<tr>
<td>*Deposit Amount Switch</td>
<td>= Incomplete</td>
</tr>
</tbody>
</table>

Step 3: Run queries from Query Viewer.

<table>
<thead>
<tr>
<th>QUERY NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>MN_AR_OPEN_INTERAGENCY</td>
<td>G9R OPEN</td>
</tr>
<tr>
<td>MN_AR_PYMNTWRKSHTS_NOT_POSTED</td>
<td>MN_AR_PYMNTWRKSHTS_NOT_POSTED</td>
</tr>
<tr>
<td>MN_AR_UNAPPLIED_PYMNTS</td>
<td>MN_AR_UNAPPLIED_PYMNTS</td>
</tr>
<tr>
<td>MN_AR_UNIDENTIFIED_PYMNTS</td>
<td>MN_AR_UNIDENTIFIED_PYMNTS</td>
</tr>
<tr>
<td>QUERY NAME</td>
<td>DESCRIPTION</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>M_AR_DEPOSIT_INCOMPLETE</td>
<td>List of Incomplete Deposits</td>
</tr>
<tr>
<td>M_AR_GBL_BUD_DJ_EXCEPTIONS</td>
<td>Direct Journal Budget Errors</td>
</tr>
<tr>
<td>M_AR_GBL_BUD_EXCEPTION</td>
<td>AR Budget Exceptions</td>
</tr>
<tr>
<td>M_AR_GBL_DEPOSIT_BAD_MIDAS_LOC</td>
<td>Listing of all Deposit Totals</td>
</tr>
<tr>
<td>M_AR_GBL_DEPOSIT_CONTROL</td>
<td>Listing of all Deposit Totals</td>
</tr>
<tr>
<td>M_AR_GBL_DIRECTJRNLS_STUCK</td>
<td>List of stuck Direct Journals</td>
</tr>
<tr>
<td>M_AR_GBL_GRP_INCOMPLETE</td>
<td>List of Incomplete Groups</td>
</tr>
<tr>
<td>M_AR_GBL_INTFC_INCOMPLETE</td>
<td>List of Incomplete Interface</td>
</tr>
<tr>
<td>M_AR_GBL_INVOICE_BDGT_ERR</td>
<td>List Invoices with Budget Errs</td>
</tr>
<tr>
<td>M_AR_GBL_INVOICE_INCOMPLETE</td>
<td>List of Incomplete Invoices</td>
</tr>
<tr>
<td>M_AR_GBL_NSF_CLR_ACCT_BU</td>
<td>Reconcile NSF Clr Acct_BU_Date</td>
</tr>
<tr>
<td>M_AR_GBL_ONACCT_DETAIL</td>
<td>Payments On Account by Detail</td>
</tr>
<tr>
<td>M_AR_GBL_PENDING_ITEM_ERR_EXT</td>
<td>External Pending Item Errors</td>
</tr>
<tr>
<td>M_AR_GBL_PENDING_ITEM_ERR_ONL</td>
<td>OnLine Pending Item Errors</td>
</tr>
<tr>
<td>M_AR_GBL_PEND_ITEM_INCOMPLETE</td>
<td>List of Incomplete Pend Item</td>
</tr>
<tr>
<td>M_AR_GBL_REVEST_INCOMPLETE</td>
<td>List of Incomplete RevEst Item</td>
</tr>
<tr>
<td>M_AR_GRP_INCOMPLETE</td>
<td>List of Incomplete Groups</td>
</tr>
</tbody>
</table>
### Key Accounts Receivable Advanced Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Term Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>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.”</td>
</tr>
<tr>
<td>Accounting Date</td>
<td>The Accounting Date 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.</td>
</tr>
<tr>
<td>Accounting Period</td>
<td>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.</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>Accounts receivables are created when the state provides a service or assesses a fine or tax and then later sends a bill requesting payment.</td>
</tr>
<tr>
<td>Account Type</td>
<td>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.</td>
</tr>
<tr>
<td>AP</td>
<td>Accounts Payable module.</td>
</tr>
<tr>
<td>Appropriation</td>
<td>An appropriation legally authorizes spending or the collection of receipts as specified in session laws or state statutes.</td>
</tr>
<tr>
<td>Appropriation ID (Approp ID)</td>
<td>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.</td>
</tr>
<tr>
<td>AR</td>
<td>Accounts Receivable module.</td>
</tr>
<tr>
<td>ARUpdate</td>
<td>This process creates an open item or invoice in Accounts Receivable and prepares the related accounting entries to be picked up by GL.</td>
</tr>
<tr>
<td>BI</td>
<td>Billing module.</td>
</tr>
<tr>
<td>Bill Line Adjustment</td>
<td>Refers to adjusting a single line on a bill. Once an adjustment is made to a line, that same line cannot be adjusted again.</td>
</tr>
<tr>
<td>Budget Check</td>
<td>Budget checking is the process of validating the transaction against the available budget.</td>
</tr>
<tr>
<td>Budget Check Errors</td>
<td>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.</td>
</tr>
<tr>
<td>Budget Date</td>
<td>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.</td>
</tr>
</tbody>
</table>

Released October 31, 2016 (Version # 5)
<table>
<thead>
<tr>
<th>Term</th>
<th>Term Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>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)</td>
</tr>
<tr>
<td>Chart of Accounts</td>
<td>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.</td>
</tr>
<tr>
<td>ChartField</td>
<td>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.</td>
</tr>
<tr>
<td>Collection Status</td>
<td>A field in AR that identifies that an item (invoice) has been sent to a collection agency.</td>
</tr>
<tr>
<td>Contact Information</td>
<td>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.</td>
</tr>
<tr>
<td>Conversation Page</td>
<td>In BI and AR modules, conversations with customers can be documented on this page.</td>
</tr>
<tr>
<td>Customer</td>
<td>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. Each business or individual customer has a Customer ID. Either it is generated by the system or you can create your own. Agency customers have a pre-determined Customer ID and should not be changed.</td>
</tr>
<tr>
<td>Customer Contact</td>
<td>A department or agency typically corresponds with a specific person at a customer site.</td>
</tr>
<tr>
<td>Customer Information</td>
<td>Data such as address and contact information relating to the customer is maintained by each business unit.</td>
</tr>
<tr>
<td>Customer Statements</td>
<td>In the AR module, this is a listing of all open items (invoices) on a customer's account.</td>
</tr>
<tr>
<td>Dunning Letters</td>
<td>In AR module, letters are used to notify the customer that an item (invoice) is past due, the overdue amount and due date.</td>
</tr>
<tr>
<td>Term</td>
<td>Term Definition</td>
</tr>
<tr>
<td>---------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Fin Dept ID</td>
<td>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.</td>
</tr>
<tr>
<td>Fund</td>
<td>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 &quot;ChartField.&quot;</td>
</tr>
<tr>
<td>GL</td>
<td>General Ledger module.</td>
</tr>
<tr>
<td>Invoice</td>
<td>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.</td>
</tr>
<tr>
<td>Item</td>
<td>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.</td>
</tr>
<tr>
<td>Journal</td>
<td>A journal consists of a header and either detailed or summarized entry lines.</td>
</tr>
<tr>
<td>Journal Generator</td>
<td>Journal generator is the process of creating a journal in GL from the subsystem accounting line tables like AP, AR, Inventory, etc.</td>
</tr>
<tr>
<td>Location</td>
<td>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.</td>
</tr>
<tr>
<td>Open Periods</td>
<td>An open period is an Accounting period in which transactions can post to a sub-module or the GL.</td>
</tr>
<tr>
<td>Payment</td>
<td>Money received to be applied to an item or direct journal.</td>
</tr>
<tr>
<td>Payment Information</td>
<td>Payment information is used to apply a payment to a customer's account, e.g., check number, amount, customer and item.</td>
</tr>
<tr>
<td>Payment Predictor</td>
<td>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.</td>
</tr>
<tr>
<td>Pay Terms</td>
<td>Payment terms are the customer rules that determine due dates, and amounts, and due date grace periods.</td>
</tr>
<tr>
<td>Term</td>
<td>Term Definition</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Payment Terms Timing</td>
<td>Timing is a definition of the time intervals used in figuring payment terms, such as 30 days, 60 days, etc.</td>
</tr>
<tr>
<td>Posting</td>
<td>Posting is the process by which accounting entries are created or updated based on user transaction input and accounting entry templates.</td>
</tr>
<tr>
<td>Posting Status</td>
<td>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.</td>
</tr>
<tr>
<td>Process Instance</td>
<td>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.</td>
</tr>
<tr>
<td>Process Scheduler</td>
<td>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.</td>
</tr>
<tr>
<td>Query</td>
<td>Query is a reporting tool that retrieves information from the SWIFT database.</td>
</tr>
<tr>
<td>Query Viewer</td>
<td>Query viewer allows users to search for and view data but users cannot add, change or delete the information.</td>
</tr>
<tr>
<td>Run Control ID</td>
<td>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.</td>
</tr>
<tr>
<td>SetID</td>
<td>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.</td>
</tr>
<tr>
<td>Setting Items to Post</td>
<td>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.</td>
</tr>
<tr>
<td>SpeedType</td>
<td>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.</td>
</tr>
<tr>
<td>Staging Tables</td>
<td>Tables used to hold data before a process is run.</td>
</tr>
<tr>
<td>Transaction Date</td>
<td>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).</td>
</tr>
<tr>
<td>Transfer Worksheet (AR Module)</td>
<td>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.</td>
</tr>
<tr>
<td>Term</td>
<td>Term Definition</td>
</tr>
<tr>
<td>-----------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Workflow</td>
<td>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.</td>
</tr>
<tr>
<td>Worksheet</td>
<td>In SWIFT, worksheets are generally used to perform mass maintenance tasks, like assigning depreciation to more than one asset at a time.</td>
</tr>
</tbody>
</table>