Overview of Changes in Accounts Receivable

September 1, 2019

This overview contains information about changes to the Accounts Receivable module with the SWIFT Limited Upgrade, including:

- Receivables WorkCenter and Navigation Collections
- Write-Off and Refund Approvals
- Automatic Maintenance of Credit Bills
- Enhanced Audit Logs
- AR Update Process Options
- Access to Customer and Contact Records

Note: There may be some changes to this information since SWIFT Limited Upgrade testing is still in progress. Questions? Contact us at: SWIFT.project@state.mn.us.

Receivables WorkCenter and Navigation Collections

You will have the option of working in the Receivables WorkCenter or one of several navigation collections.

- The Receivables WorkCenter provides a centralized place where you can access frequently used pages, queries, processes, and reports.
- The Navigation Collections bring together related tasks, activities, and processes.

View the Accounts Receivable Quick Start Guide to learn more about how the WorkCenter and Navigation Collections are organized.
Write-Off and Refund Approvals

Approvals will be required for all write-offs and refunds. Staff who create write-offs or refunds (requesters) will submit the transactions for approval. The request for approval will be routed to agency staff with the approval role.

- Approvers will receive a Notification (Action) and an email when write-offs or refunds have been routed for their approval. The request will also display in the Approvals tile.
- If the transaction is approved, Requesters will receive a Notification (Alert). If the transaction was denied, Requesters will receive a notification and an email.

Automatic Maintenance of Credit Bills

The AR Automatic Maintenance process will automatically create Maintenance Worksheets that offset original bills with credit bills created by the Adjust Entire Bill process. Staff will no longer have to create maintenance worksheets for a large percentage of credits.

- The Automatic Maintenance process will run in the nightly batch, along with the ARUpdate process that posts the maintenance transactions to customer accounts.
- It will only work with credit bills created with the Adjust Entire Bill process and the items must have the same credit and debit balances.
- Staff will need to manually create the maintenance transactions if the credit bills were created using a different process.
- Your agency must monitor open credits to ensure that they are being processed correctly.
Enhanced Audit Logs

The new View Audit Logs link on the Regular or Express Deposit page enables you to view audit information about the deposit.

Information on the Audit Log page includes:

- User ID who performed event.
- Event Codes: Create, Delete, Post
- Message Text explaining Event Codes
- Date / Time Stamp

ARUpdate Process Options

New options on the ARUpdate process may speed up processing time if you are working on a specific transaction type. When you run the process, you will be able to run the process for all transactions or select a Transaction Type(s) including:

- Overdue Charges
- Maintenance Transactions
- Pending Items
- Payments
- Unpost Transactions
Customers and Contacts

You’ll be able to access Customer and Contact records from within the Accounts Receivable WorkCenter or the Customer Interactions navigation collection.