

QUICK REFERENCE GUIDE

November 1, 2019

Process a Returned Item for an AR Item – MMB Notification

Overview

This guide 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 can occur for various reasons:

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

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

Subject: G10 Returned Items 111914

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

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

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

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

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

SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

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

Returned Items

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

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

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

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

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

NOTICE OF RETURNED DEPOSITED ITEM(S) *Acct:*

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

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

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

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 to Write Off the OA
- Step 6: Monitor the Approval Process

Step 1: Locate Relevant Information for the Unposting Process

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 Detail Inquiry* page.

1. Navigate to the *View/Update Item Details* page using one of the below options.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Review Payments and Items, left-menu, Customer Accounts, View/Update Item Details.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, View/Update Item Details.

2. Accept the default *Business Unit* or enter a *Business Unit*.
3. Enter the *Item ID*.

View/Update Item Details

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

[Find an Existing Value](#)

▼ Search Criteria

Business Unit =

Customer ID begins with

Item ID begins with

Item Line =

Item Status =

Credit Analyst begins with

Collector begins with

Purchase Order Reference begins with

Document ID begins with

Bill of Lading begins with

Contract begins with

Case Sensitive

[Basic Search](#)

- Click on the **Search** button. The *Detail 1* page displays.
- 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").

The screenshot shows the 'Item Activity' tab selected. At the top, there are tabs for 'Detail 1', 'Detail 2', 'Detail 3', 'Item Activity' (selected), 'Item Accounting Entries', and 'Item Audit History'. Below the tabs, the following information is displayed:

Unit: G1001 Customer: TRN000001 TRAINING CUSTOMER1
 Item ID: TRN0000NSF2 Line: 1 Days Late: -5 Status: Closed

Balance 0.00 USD

Item Activities (1-2 of 2 items)

Sequence	Entry Type	Reason	Accounting Date	Posted Date	Voucher ID	Amount	USD
1	IN		09/01/2018	09/26/2018		600.00	USD
2	PY	Worksheet Reason	09/26/2018	09/26/2018		-600.00	USD

The second entry (Sequence 2) is highlighted with a red border. Below the table, there are buttons for 'Split', 'Add Conversation', 'Invoice Attach(1)', and 'View Audit Logs'. At the bottom, there are buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh'.

- 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)

Next, you'll need to unpost the payment.

- Navigate to the *Payment Group* search page to access the original deposit and unpost it.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Process Accounts Receivable, left-menu, Unpost Groups, Payment Group.

- At the *Payment Group* page, accept the *Deposit Unit* default or enter a *Deposit Unit*.

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

Payment Group

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

[Find an Existing Value](#)

▼ **Search Criteria**

Deposit Unit =

Deposit ID begins with

Payment Sequence =

Payment ID begins with

Payment Type =

Entered Date =

Posted Date =

Assigned Operator ID begins with

Case Sensitive

[Basic Search](#)

- Click on the **Search** button.
- 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

Deposit Unit G1001 Deposit ID TRN09 Payment ID CK 7890

Accounting Date 09/26/2018 Approved By 01159534

Group Type P Payment

Origin ID PS_AR PS AR

Payment Type Payment

Totals

Control	-600.00	*Count	1
Entered	-600.00	Count	1
Difference	0.00	Count	0
Posted	-600.00	Count	1

Control Data

Received	09/26/2018
Entered	09/26/2018
Posted	09/26/2018
Assign	01159534
User	01159534

Group Status

Edit Status	Edited	Accounting Entries	Balanced
Balanced	Yes	Posting Action	Do Not Post
Posting Status	Complete		

- Click on the **Options** tab.

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

Payment Control | **Options** | Action

Unit G1001 Group ID NEXT Description Unpost

Keep Original Document Type

Unpost Reason **NSF** Non Sufficient Funds

Accounting Date **09/26/2018** Edit Accounting Date

Save Return to Search Notify

Payment Control | Options | Action

8. The *Accounting Date* should be the current date. If necessary, click on the **Edit Accounting Date** checkbox and change the date to the current date.

9. Click on the **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.

Payment Control | Options | **Action**

Unit G1001 Unpost Group ID 21179 Description Unpost Accounting Date 09/26/2018

Action Batch Standard

Group Action **Posting Action** **Accounting Entry Actions**

Delete Unpost Action: Batch Standard **OK** Review Unpost Now

Save Return to Search Notify

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 [“Run the ARUpdate Process”](#) guide 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.

View/Update Item Details

Unit: G1001 Customer: TRN000001 TRAINING CUSTOMER1
 Item ID: TRN0000NSF2 Line: 1 Days Late: -5 Status: Open

Balance 600.00 USD

Sequence	Entry Type	Reason	Accounting Date	Posted Date	Amount	USD
1	IN		09/01/2018	09/26/2018	600.00	USD
2	PY		09/26/2018	09/26/2018	-600.00	USD
3	PY		09/26/2018	09/26/2018	600.00	USD

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

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

1. Navigate to the *Regular Deposit* page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Enter and Complete Payments. The Regular Deposit page will display by default.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Enter 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.

The screenshot shows the 'Payments' tab in the SWIFT financial tool. At the top, there are tabs for 'Totals' and 'Payments'. Below this, the 'Payment Information' section contains fields for Payment Seq (1), Amount (600.00), Rate Type (CRRNT), Payment Method (Check), *Payment ID (CK 7890), Currency (USD), Exchange Rate (1.00000000), and *Accounting Date (09/26/2018). There are also checkboxes for Payment Predictor, Journal Directly, and Range of References, along with links for Attachments (0), Apply Payment, and View Audit Logs.

The 'Customer Information' section is highlighted with a red box and contains fields for Customer ID (TRN000001), Business Unit (G1001), Remit From (TRN000001), Remit SetID (G1001), Name (TRAINING CUSTOMER1), Corporate (TRN000001), Corporate SetID (G1001), MICR ID, and Link MICR. There are also links for Detail References, Add Conversation, and View/Update Conversations.

The 'Reference Information' section is also highlighted with a red box and contains a table with columns for Qual Code, Reference, and To Reference. The first row of the table is highlighted with a red box and contains the value '1' in the Qual Code column.

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

11. Click on the **Save** button.

Step 4: Create a Payment Worksheet

Next, create a Payment Worksheet to apply the amount “On Account.”

1. Navigate to the *Create Worksheet* page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Enter and Complete Payments, left-menu, Apply Payments, Create Worksheet.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Complete Payments, Create Worksheet.

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

The screenshot displays the 'Enter and Complete Payments' interface. The 'Customer Criteria' section is highlighted with a red box and contains the following fields:

- Customer Reference: 1 of 1 | View All
- Customer Items: [Dropdown]
- Customer ID: TRN000001 [Search]
- Business Unit: G1001 [Search] [+ -]
- Name: TRAINING CUSTOMER1
- Remit SetID: G1001
- Remit From ID: TRN000001
- Corporate SetID: G1001
- Corporate ID: TRN000001
- MICR ID: [Search]
- Link MICR

The 'Reference Criteria' section includes:

- Reference Criteria: [Dropdown]
- Item Reference: [Search]
- Restrict to: All Customers [Dropdown]
- Match Rule: Exact Match [Dropdown]
- Detail Reference: [Link]
- Item Status: [Link]

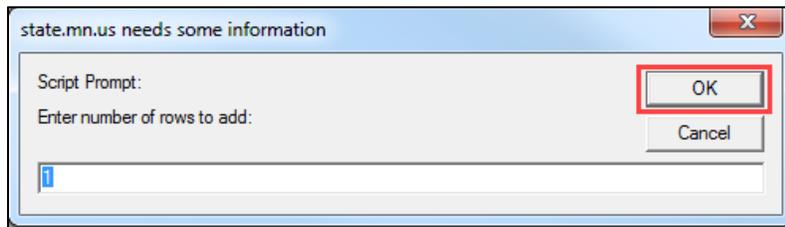
The 'Item Inclusion Options' section has the following options:

- All Items
- Deduction Items Only
- Items in Dispute Only
- Exclude Collection Items
- Exclude Deduction Items
- Exclude Dispute Items
- [Advanced Inclusion Options](#)

The 'Worksheet Action' section features a **Build** button (highlighted with a red box) and a **Clear** button. Below the buttons, it shows 'Created at' and 'Items 0'. At the bottom, there are buttons for **Save**, **Return to Search**, **Notify**, and **Refresh**.

- If necessary, select the *Business Unit* in the **Customer Reference** section. The Customer name displays.
- Click on the **Build** button in the **Worksheet Action** section. The *Payment Worksheet Application* page appears.

6. Click on the **Add New Row** plus (+) to add a row. The *Add New Row* dialog displays.



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

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

Payment Worksheet Application

Deposit Unit G1001 Deposit ID TRN09 Payment ID CK 7890 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 09/26/2018

Item Action **Row Selection**

Entry Type Reason Choice Range

Item Display Control **Row Sorting**

Display Sort All By

Item List Personalize | Find | View All | First 1-8 of 8 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	
<input type="checkbox"/>	1	<input type="checkbox"/>	250.00	USD	TRAIN000001	1	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	8	<input checked="" type="checkbox"/>	-600.00 x	USD	OA-158744		G1001	TRN000001	OA	NSF	<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	2	<input type="checkbox"/>	0.88	USD	TRAIN000001	2	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	3	<input type="checkbox"/>	300.00	USD	TRAIN000002	1	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	4	<input type="checkbox"/>	0.03	USD	TRAIN000002	2	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	5	<input type="checkbox"/>	150.00	USD	TRAIN000003	1	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	6	<input type="checkbox"/>	400.00	USD	TRN00000NSF	1	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>
<input type="checkbox"/>	7	<input type="checkbox"/>	600.00	USD	TRN0000NSF	1	G1001	TRN000001			<input type="checkbox"/>		<input type="button" value="+"/> <input type="button" value="-"/>

 Revenue Distribution Add Conversation View/Update Conversations Letter of Credit ID

Balance

Amount	600.00	Remaining	0.00	Unearned	0.00
Selected	0.00	Discount	0.00	Earned	0.00
Adjusted	-600.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

10. Click on the **Save** button. Make note of the "On Account" *Item ID* for the next step.

11. Click on the *Worksheet Action* link at bottom of page. The *Payment Worksheet Action* page displays.

Payment Worksheet Action

Deposit Unit G1001 Deposit ID TRN09 Payment ID CK 7890

Entered Date 09/26/2018 Status Batch Standard

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection
Worksheet Application
Worksheet Action

Save

Return to Search

Notify

12. **WARNING!** Make sure to select “**Batch Standard**” for the *Action*.
13. Click on the **OK** button.
14. 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 [“Run the ARUpdate Process”](#) guide for assistance.

Step 5: Create a Maintenance Worksheet to Write Off the OA

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. Navigate to the Create Worksheet page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Maintain Items. The Create Worksheet page will display by default.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Maintain Items, 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.

The screenshot shows the 'Maintain Items' interface. The 'Reference Criteria' section is highlighted with a red box. It contains a table with the following data:

Qual Code	Reference	To Reference
I	OA-158744	

Other visible fields and sections include:

- Customer Criteria:** *Customer Criteria (None), Customer Reference (1 of 1), Cust ID, Business Unit, Name, Remit SetID, Remit From ID, Corporate SetID, Corporate ID, MICR ID, Link MICR, Rate Type (CRRNT), Acctg Date (10/26/2018).
- Item Inclusion Options:** All Items (selected), Exclude Collection Items, Deduction Items Only, Exclude Deduction Items, Items in Dispute Only, Exclude Dispute Items, Advanced Inclusion Options.
- Worksheet Action:** Build (highlighted), Clear, Created Date/Time, Number of items in worksheet (0).
- Worksheet Selection:** Save, Notify, Refresh, Add, Update/Display.

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

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

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

The screenshot shows the 'Worksheet Application' interface. At the top, it displays 'Unit G1001', 'Worksheet ID 21214', 'Currency USD', and 'Accounting Date 10/26/2018'. Below this are three main sections: 'Item Action', 'Row Selection', and 'Display Control'. The 'Item List' table below has columns for 'View Detail', 'Seq Nbr', 'Sel', 'Item Balance', 'Currency', 'Item ID', 'Line', 'Type', 'Reason', 'Unit', 'Customer', and 'Amount selected'. The first row shows a selected item with 'Type' 'WOC' and 'Reason' 'NSF'. Below the table is a 'Balance' section with columns for 'Dr', 'Cr', 'Adj', 'Net', 'WO', and 'Ref'. The 'WO' column shows a value of '-800.00'. At the bottom, there are navigation buttons like 'Save', 'Return to Search', 'Notify', and 'Refresh'.

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

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

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

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

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

10. Click on the *Worksheet Action* link.

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

- The Action changes to “Pending Approval”.

Step 6: Monitor the Approval Process

You will receive a Notification () when the write-off is approved. If the write-off is denied, you will receive a Notification and an email. For more information about the approval process, refer to the [“Maintenance Worksheet Approval Process”](#) guide.

- After the write-off has been approved, the worksheet is automatically set to “Batch Standard” on the *Worksheet Action* page.
- Next, the ARUpdate process must be run to create accounting entries in the GL (General Ledger) and update the customer’s account. The ARUpdate batch process runs several times a day. You can also run the process manually. Refer to the [“Run the ARUpdate Process”](#) guide for assistance.
- After the ARUpdate process posts the transaction, the write-off displays on the customer’s account.

SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

Item Activity | Direct Journal

SetID: G1001 | Unit: G1001 | Customer: TRN000001 | Level: No Relationship | Search

Acctg Date From: | Acctg Date To: |

Item Activity

Activity 1 | Activity 2 | Activity 3 | Activity 4 | Activity 5 | Activity 6 |

Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
09/26/2018	TRN0000NSF2	1	PY		-600.00	USD	G1001
09/26/2018	TRN0000NSF2	1	PY		600.00	USD	G1001
09/01/2018	TRN0000NSF2	1	IN		600.00	USD	G1001
09/26/2018	OA-158744	0	OA	NSF	-600.00	USD	G1001
10/26/2018	OA-158744	0	WOC	NSF	600.00	USD	G1001