

QUICK REFERENCE GUIDE

November 1, 2019

Maintenance Worksheet Approval Process

Approvals are 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.

Staff	Route for Approval	Final Approval	Deny
Requester		Notification ()	Notification () Email
Approver(s)	Approval Tile () Notification () Email		

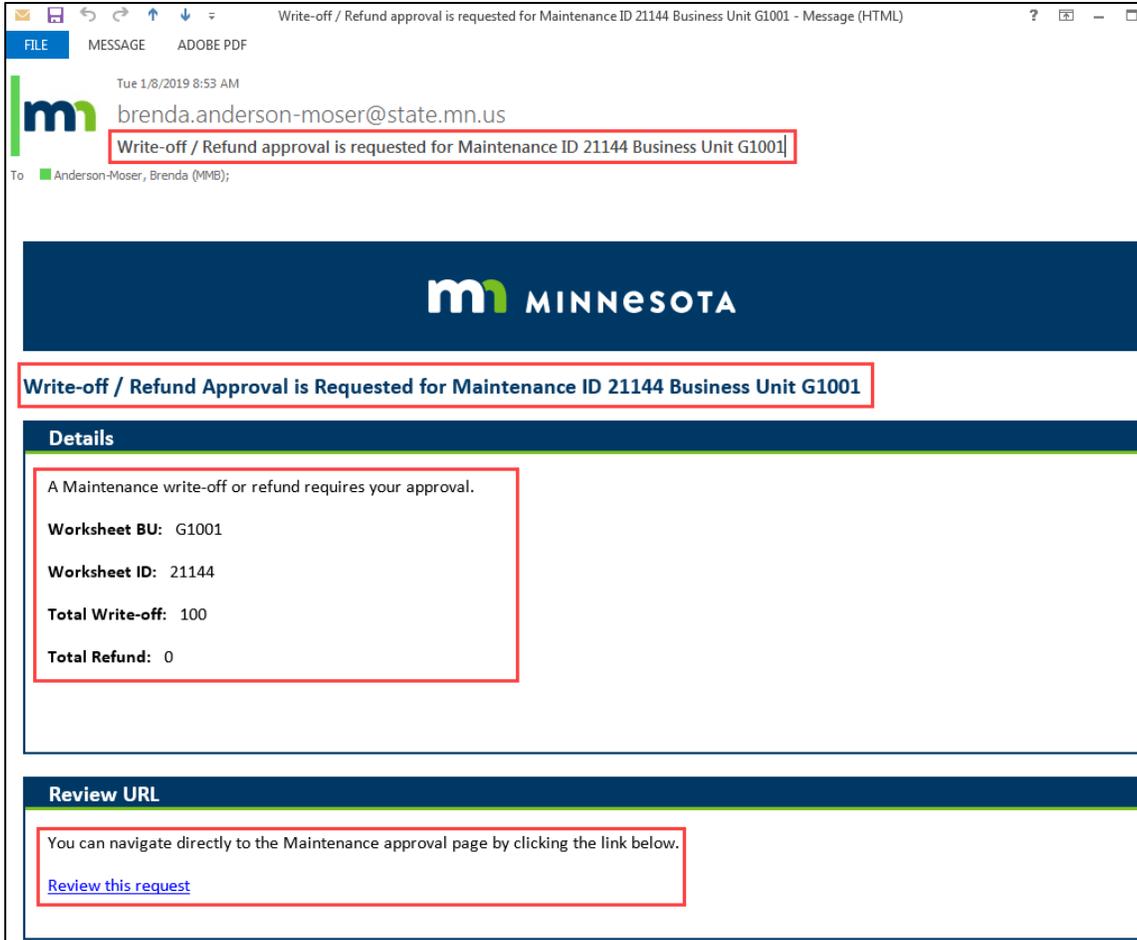
Steps to complete:

- Step 1: Approver is Notified that a Write-off/Refund Requires Approval
- Step 2: Approve or Deny the Write-off / Refund

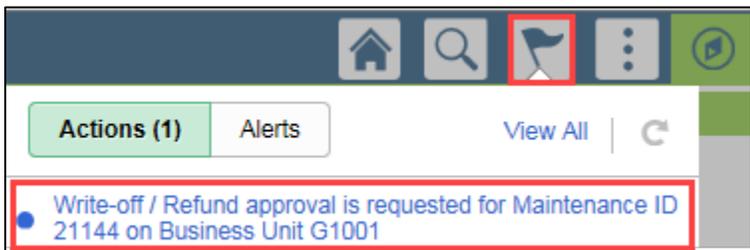
Step 1: Approver is Notified that a Write-off/Refund Requires Approval

After the requester submits the maintenance worksheet for approval, the approver receives an email and a Notification (Action) indicating that a “Write-Off / Refund approval is requested. A sample email and notification is provided below.

- The email lists the Business Unit, Worksheet ID, and the Total Write-off or Refund amount. The link provided at the bottom of the email will take the approver to the approval page or the login page, depending on whether the approver is logged into the system at the time the link is selected.



- The approver also receives a **Notification (Action)** that a Write-off / Refund approval is requested. The link will take you to the approval page.



Step 2: Approve or Deny the Write-off / Refund

After a refund or write-off has been submitted for approval, the request will display in the **Approvals** tile for staff who have the approval role.

1. Select the **Approvals** tile on your homepage. The *Pending Approvals* page appears displaying a list of items waiting for review and approval.
 - If you clicked on the link in your notification or email, you will be brought to the *AR Write-Off / Refund* approval page. Proceed to No. 3 below.

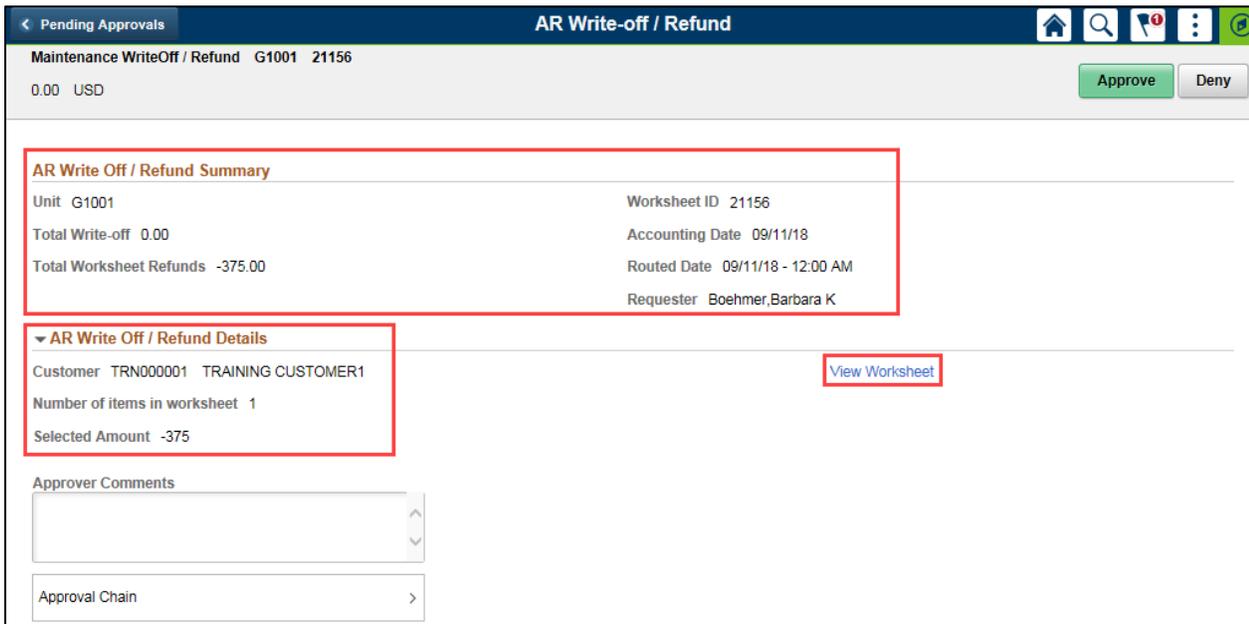
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2. Select “AR Write-Off / Refund” from the left-menu. Write-Offs and Refunds waiting for approval display on the right side of page.



3. Click on the write-off or refund transaction to review. The *AR Write-off / Refund* approval page displays with additional information.

- The Maintenance Worksheet Business Unit and Worksheet ID is listed in the Header.
- The **AR Write Off / Refund Summary** section lists the total Write-off and Refund amount, the Worksheet ID, Accounting Date, Routing Date, and Requester.
- The **AR Write Off / Refund Details** section lists the Customer name and number, the number of items on the worksheet and the selected amount.



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4. Click on the *View Worksheet* link to view the *Worksheet Application* page for the refund in a new Window.

Worksheet Application Anchor Information

Unit G1001 Worksheet ID 21156 Currency USD Accounting Date 09/11/2018 Reason Code

Item Action

Entry Type Offset an Item

Reason

Row Selection

Choice Select Range

Range

Display Control

Display All Items

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

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	-375.00	USD	OA-158657		RC	REFND	G1001	TRN000001

 Group View Revenue Distribution

Balance	Dr	Cr	Adj	Net	WO	Ref
	0.00	0.00	0.00	0.00	0.00	-375.00

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

5. Close the window to return to the *AR Write-off / Refund* approvals page.

AR Write-off / Refund

Maintenance WriteOff / Refund G1001 21156

0.00 USD

AR Write Off / Refund Summary

Unit G1001	Worksheet ID 21156
Total Write-off 0.00	Accounting Date 09/11/18
Total Worksheet Refunds -375.00	Routed Date 09/11/18 - 12:00 AM
	Requester Boehmer,Barbara K

AR Write Off / Refund Details

Customer TRN000001 TRAINING CUSTOMER1 [View Worksheet](#)

Number of items in worksheet 1

Selected Amount -375

Approver Comments

I approve this refund.

Approval Chain >

6. Click on the **Approval Chain** link to view any comments that the requester may have entered.
7. Enter Approver Comments if desired. Comments are required if you deny the request.
8. Click on the **Approve** or **Deny** button.
9. Click on the **Submit** button at the *Approve* dialog.

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Approve

You are about to approve this request.

Approver Comments

I approve this refund.

- The transaction drops off the Pending Approvals and Notifications listing.
- The requester will receive a Notification alert when you have approved (or denied) the request. If you denied the request, the requester will also receive an email.

