

## QUICK REFERENCE GUIDE

November 1, 2019

### Maintenance Worksheets, Generally

Maintenance Worksheets are used for various processes, such as applying Credit Bills and On Account amounts to customer accounts.

This guide provides a detailed overview of Maintenance Worksheet pages and processing. Other guides provide processing instructions for specific maintenance actions including applying credits and on-account amounts, write-offs, and refunds.

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

Navigation Options	Navigation Path
<b>Navigation Collection</b>	Accounting, Accounts Receivable, Maintain Items. The Create Worksheet page will display by default.
<b>WorkCenter</b>	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.

- Use the *Worksheet Selection* page to select the items that you want to work with on the *Worksheet Application* page in the next step.

< Accounts Receivable
Maintain Items

[New Window](#) | [Help](#) | [Personalize Page](#)

Worksheet Selection
Worksheet Matches

Unit G1001
Worksheet ID 21151

\*Customer Criteria
Customer Reference 1 of 1 | View All

\*Reference Criteria
Item Reference 1-1 of 1 | View All

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

All Items  
 Exclude Collection Items

Deduction Items Only  
 Exclude Deduction Items

Items in Dispute Only  
 Exclude Dispute Items

[Advanced Inclusion Options](#)

Created Date/Time

Number of items in worksheet 0

Worksheet Selection
Worksheet Application
Worksheet Action

# SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

**Note:** If you enter only Customer Criteria, all open items for the customer will be brought in. If you enter only Reference Criteria, only the specific item(s) referenced will be brought in. You can also use the Customer and Reference Criteria sections in combination. The **Worksheet Matches** tab is not used in Minnesota.

- To bring in all open items for the customer, complete the **Customer Criteria** section.

The screenshot shows the 'Customer Criteria' section of the SWIFT financial tool. At the top, there are tabs for 'Worksheet Selection' and 'Worksheet Matches'. Below these, the 'Unit' is 'G1001' and the 'Worksheet ID' is '21151'. The 'Customer Criteria' section includes a dropdown menu for '\*Customer Criteria' set to 'Customer Items'. The 'Customer Reference' section has a search bar with 'Cust ID' set to '0000000006' and a search icon. Other fields include 'Business Unit', 'Name', 'Remit SetID', 'Corporate SetID', 'MICR ID', 'Rate Type' (set to 'CRRNT'), and 'Acctg Date' (set to '09/10/2018'). There is also a 'Link MICR' button.

Field Name	Description
<b>Customer Criteria</b>	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".
<b>Cust ID</b>	Enter the <i>Customer ID</i> or click on the <b>Lookup</b> icon to search for and select a <i>Customer ID</i> .
<b>Rate Type</b>	Always "CRRNT".
<b>Acctg Date</b>	Accept the default current date. Generally, this should not be changed.
<b>MICR ID and Link MICR button</b>	These are not used in Minnesota.

- To bring in only specific items, complete the **Reference Criteria** section.

**Reference Criteria**

\*Reference Criteria: Specific Value

\*Restrict to: All Customers

\*Match Rule: Exact Match

Anchor BU:

Currency: USD

**Item Reference**

1-2 of 2 | View All

Qual Code	Reference	To Reference		
I	00000491255		+	-
I	00000491255CR		+	-

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

- Optionally, enter Item Inclusion Options. The **Item Inclusion Options** section allows you to control your search by including or excluding certain types of items.

**Item Inclusion Options**

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

Exclude Collection Items     
  Exclude Deduction Items     
  Exclude Dispute Items

Item Inclusion Options	Description
<b>All Items</b>	The default is to include all items. Generally, you will accept the default.
<b>Exclude Deduction Items</b>	This option is not currently used in Minnesota.
<b>Deduction Items Only</b>	This option is not currently used in Minnesota.

Item Inclusion Options	Description
<b>Exclude Collection Items</b>	Exclude Collection Items from the worksheet.
<b>Items in Dispute Only</b>	Include only Items in Dispute.
<b>Exclude Dispute Items</b>	Exclude Items in Dispute.
<b>Advanced Inclusion Options Link</b>	Click on the Advanced Inclusion Options link to filter on Accounting Date and other options.

## Step 2: Complete the Worksheet Application tab

After you have selected your criteria, you will create the Application Worksheet.

1. Click on the **Build** button. The *Worksheet Application* page displays with Items in the list that match your criteria. In this example, the items are already selected because we entered specific items in the **Reference Criteria** section of the *Worksheet Selection* page.

**Worksheet Application** Anchor Information

Unit G1001    Worksheet ID 21151    Currency USD    Accounting Date 09/10/2018    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 1-2 of 2 Last

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Amount selected	
	1	<input checked="" type="checkbox"/>	200.00	USD	00000491255	1	MT	<input type="text"/>	G1001	0000000006		<input type="button" value="+"/> <input type="button" value="-"/>
	2	<input checked="" type="checkbox"/>	-200.00	USD	00000491255CR	1	MT	<input type="text"/>	G1001	0000000006		<input type="button" value="+"/> <input type="button" value="-"/>

Revenue Distribution

Balance		Dr	Cr	Adj	Net	WO	Ref
		200.00	-200.00	0.00	0.00	0.00	0.00

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

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

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

The screenshot shows the 'Worksheet Application' interface. At the top, it displays 'Unit G1001', 'Worksheet ID 21151', 'Currency USD', and 'Accounting Date 09/10/2018'. There is a 'Reason Code' search field. Below this are three main sections: 'Item Action' with 'Entry Type' (set to 'Offset an Item') and a 'Reason' search field; 'Row Selection' with 'Choice' (set to 'Select Range') and a 'Range' field with a 'Go' button; and 'Display Control' with a 'Display' dropdown (set to 'All Items') and a 'Go' button. An 'Absolute Value Sort' button is located at the bottom center.

- 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.

If you need to change the default settings and apply new settings to all of the items in the list, do the following:

- In the **Row Selection** section, select “Deselect All” in the *Choice* field and click the **Go** button.
- In the **Item Action** section, select the desired *Entry Type* and *Reason*.

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

- In the **Row Selection** section, select “Select All” in the *Choice* field, and click the **Go** button.
- If you are working with a large list of debits and credits, you can click on **Absolute Value Sort** button to sort the Item List by the absolute value of the Item Balance column. This could help you find related credit and debit items more quickly.

## 4. Review the **Item List** section and finalize the information.

The screenshot displays the 'Worksheet Application' interface. At the top, it shows 'Unit G1001', 'Worksheet ID 21151', 'Currency USD', and 'Accounting Date 09/10/2018'. The 'Item Action' section has 'Entry Type' set to 'Offset an Item'. The 'Row Selection' section shows 'Choice' as 'Select Range'. The 'Display Control' section has 'Display' set to 'All Items'. The 'Item List' table contains two rows:

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Amount selected
	1	<input checked="" type="checkbox"/>	200.00	USD	00000491255	1	MT		G1001	0000000006	
	2	<input checked="" type="checkbox"/>	-200.00	USD	00000491255CR	1	MT		G1001	0000000006	

Below the table is a 'Balance' summary table:

Dr	Cr	Adj	Net	WO	Ref
200.00	-200.00	0.00	0.00	0.00	0.00

- The **Item List** section was built based on the details entered on the *Worksheet Selection* page. The *Item List* section has six detail tabs. The default view is the **Detail 1** tab. The other views display related information about the items in the list, such as payment information (e.g., due date, days late) and customer information. The fields described below are on the **Detail 1** tab.

Field Name	Description
<b>View Detail icon</b>	If you receive an error message when you save the <i>Worksheet Application</i> page that indicates that the item is already tagged in another group, it means that there is another unposted Maintenance or Payment Worksheet that has the item selected. You will click on the <b>View Details</b> icon to navigate to the <i>Item in Other Groups</i> page where you can view the other groups. Refer to the <a href="#">“Resolve Worksheet Error: Item Already Tagged in Another Group”</a> Quick Reference Guide for more information about resolving this error.
<b>Seq Nbr</b> (display only)	Shows the sequence number of the item within the list; used when selecting a range of items in the <b>Row Selection</b> section above.
<b>Sel</b>	Click on the <i>Sel</i> checkbox. This field must be checked for the item to be included on the worksheet.

Field Name	Description
<b>Item Balance</b>	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.
<b>Currency (display)</b>	Always USD.
<b>Item ID (display)</b>	The item number.
<b>Line (display)</b>	Line number within the item number; some receivables may have multiple line numbers.
<b>*Type</b>	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).
<b>Reason</b>	The item action Reason Code. The <i>Type</i> and <i>Reason</i> fields here are the same as <i>Entry Type</i> and <i>Reason</i> in the <b>Item Action</b> section above, but for a specific line rather than the entire worksheet. If you enter the <i>Type</i> and <i>Reason</i> by line here, then you do not need to complete the same fields in the <i>Item Action</i> section. Some <i>Types</i> do not have an associated <i>Reason</i> .
<b>Unit (Display only)</b>	The <i>Business Unit</i> for the item.
<b>Customer</b>	The <i>Customer ID</i> on the item.
<b>Group View Link</b>	Displays groups of matching debit and credit items. Click on the <i>Return to Normal View</i> link to return to the normal view.
<b>Revenue Distribution Link</b>	This is not used in Minnesota.
<b>Write-Off Remaining Amount Link</b>	<b>Note:</b> You may also see a <i>Write-Off Remaining Amount</i> link. This is not used in Minnesota.

- To add items to the list:

Add Options	Description
<b>Click the Add New Row (Plus sign) icon</b>	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.

Add Options	Description
Click the <b>Add Item</b> button	This option opens a new page to enter or look up the <i>Business Unit</i> , <i>Customer ID</i> , and <i>Item ID</i> . Click <b>OK</b> to return to the <i>Worksheet Application</i> page.

- To delete items from the list, using one of two options. Which you choose depends on whether you want to remove the item completely or simply want it excluded from the worksheet processing at this time.

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

- The **Balance Section** shows the net credits and debits to be processed when the worksheet is posted. The Net must equal zero (0).

- If you want to Delete the Worksheet and 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

After completing the *Worksheet Application* page, you will use the *Worksheet Action* page to set the Items for posting.

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

**Worksheet Action**

Unit G1001      Worksheet ID 21151      Accounting Date 09/10/2018

Status Batch Standard

**Worksheet Action**

Delete Worksheet

Delete Maintenance Group

**Posting Action**

Action: Batch Standard [v] OK

**Accounting Entry Action**

Create/Review Entries

Worksheet Selection      Worksheet Application      Worksheet Action

Save    Return to Search    Previous in List    Next in List    Notify

2. **WARNING!** Make sure to select “**Batch Standard**” for the *Action* in the **Posting Action** section. If you leave the default “Do Not Post”, the information will be saved, but the transaction will not be posted.
3. Click on the **OK** button.
4. Click on the **Save** button. **Note:** the *Status* field now displays “Batch Standard”.

The transactions included on this worksheet will be picked up the next time the ARUpdate process runs and will be posted to the customer’s account.