Accounts Receivable Quick Start Guide

September 1, 2019

Starting in December 2019, there will be changes to SWIFT. While the new version will have a new look and feel, this upgrade will not affect how most processes are completed in SWIFT.

**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.

This guide covers how to navigate to Accounts Receivable module pages after the SWIFT/Portal Limited Upgrade. Options that you see in the module depend on your security roles. You may see more or fewer options than shown in this guide.

- Step 1: Navigate to the Accounts Receivable Module
- Step 2: View Accounts Receivable WorkCenter
- Step 3: View Accounts Receivable Navigation Collections

**Step 1: Navigate to the Accounts Receivable Module**

1. From **My Homepage**, select the **Accounting** tile.
2. On the Accounting page, select the Accounts Receivable tile.

Step 2: View the Accounts Receivable WorkCenter

The Accounts Receivable WorkCenter provides a centralized place where you can access frequently used pages, queries, processes, and reports.

1. Click on the Receivables WorkCenter tile.
2. By default, the WorkCenter displays the *Item List* inquiry in the **Work Area** on the right side of page.

- Expand the drop-downs in the **Left Menu** to select WorkCenter options.
- Click on the **Hide Menu** button to hide the **Left Menu**.
- Select the **Need Help?** button to access SWIFT QRG’s and Help Desk contact information (top right of page).

3. The **Left Menu** includes the **My Work**, **Links**, **Queries**, and **Reports/Processes** sections with the folders and pages described below.

<table>
<thead>
<tr>
<th>Left Menu Section</th>
<th>Description of Folders and Pages</th>
</tr>
</thead>
</table>
| **My Work**       | View transactions with errors. Folders and pages include:  
|                   | **Exceptions**: Posting Errors, and Budget Exception pages.  
|                   | **Interfaces Not Run**: Bill and Refund Interfaces Not Run pages.  
| **Links**         | Access commonly used pages. Folders and pages include:  
|                   | **Enter Payments**: Regular and Express Deposit pages.  
|                   | **Complete Payments**: Payment Worksheet and Accounting Entries pages.  
|                   | **Maintain Items**: Maintenance Worksheet pages.  
|                   | **Review Payments and Items**: Account Overview, Item List, and View/Update Item Details pages.  
|                   | **Customer and Contacts**: Customer and Contact pages.  |
Left Menu Section | Description of Folders and Pages
---|---
Queries | Run frequently used Accounts Receivable queries.
Reports/Processes | Run frequently used reports and processes. Folders and pages include:
- **General**: ARUpdate and Request Refund processes, and Payment Detail report pages.
- **Customer Interactions**: Conversations, Customer Statements, Overdue Charges, and Dunning Letters pages.
- **Monitor**: Process Monitor, Report Manager, and Query Viewer pages.
Help/QRGs | The Help/QRGs tab provides access to Quick Reference Guides (QRGs) and SWIFT Help Desk contact information on the Left Menu. When you select a QRG, the pdf displays in a new window.

4. To return to the Accounts Receivable homepage, click on the <Accounts Receivable> back button on the top-left of page.

**Step 3: View the Accounts Receivable Navigation Collections**

You can also work in navigation collections that bring together related tasks, activities, and processes.

1. For example, select the **Enter and Complete Payments** navigation collection tile.
2. Navigation collections also have a **Work Area** on the right and the **Left Menu**. You’ll click on the drop-down arrows in the **Left Menu** to expand the menu of options. You’ll select the back button on the upper-left to return to the **Accounts Receivable** homepage.

Here’s a listing of the navigation collections in the Accounts Receivable module and a description of their use.

<table>
<thead>
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<th>Description of Folders and Pages</th>
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| **Pending Items**             | - The **Single Item** page opens by default. Find bills that could not be posted to customer accounts by the ARupdate process and set the bills to post.  
                                 - View **Groups Not Set** to post by User ID or Business Unit. Set the groups to post or take other appropriate action. |
| **Enter and Complete Payments** | The **Regular Deposit** page opens by default. Folders and pages include:                        
                                 - **Enter Payments**: Regular or Express Deposit pages.                                         
                                 - **Apply Payments**: Create/Update Payment Worksheet pages.                                     
                                 - **Direct Journal Payments**: Create Accounting Entries pages.                                |
| **Maintain Items**            | The **Create Worksheet** page opens by default. Folders and pages include:                       
                                 - **Maintenance Worksheet**: Create Worksheet pages.                                             
                                 - **Refunds**: Request Refund Item and Refund Status pages.                                       |
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<th>Navigation Collection</th>
<th>Description of Folders and Pages</th>
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<tbody>
<tr>
<td>Review Payments and Items</td>
<td>The <em>Account Overview</em> page opens by default. Folders and pages include:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Customer Accounts</strong>: Item List, View/Update Item Details, and Item Activity pages.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Customer Information</strong>: Account Overview, Payments, and Customer Activity pages.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Review Payments</strong>: All Deposits, All Payments, Deposit Accounting Entries, and Payment Detail pages.</td>
</tr>
<tr>
<td>Process Accounts Receivable</td>
<td>The <em>ARUpdate</em> page opens by default. Folders and pages include:</td>
</tr>
<tr>
<td></td>
<td>• <strong>ARUpdate</strong>: Request Receivables Update page.</td>
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<tr>
<td></td>
<td>• <strong>Correct Posting Errors</strong>: Posting error pages for External Items, Payments, etc.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Unpost Groups</strong>: Unposting pages for Payment Group, Maintenance Group, etc.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Revenue Estimate</strong>: Revenue Estimate Budget Check pages.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Pending Items</strong>: Single Item, and Groups Not Set to Post pages.</td>
</tr>
<tr>
<td>Customer Interactions</td>
<td>The <em>Customer General Information</em> page opens by default. Folders and pages include:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Customers and Contacts</strong>: Customer and Contact pages.</td>
</tr>
<tr>
<td></td>
<td>• Statements, Dunning Letters, Overdue Charges, Conversations, and Actions folders including related pages.</td>
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