Transfer an Item to a Different Customer

Overview

**WARNING!** This is a system feature that can be used to transfer items from one customer to another customer within the same Business Unit. It is not recommended for use with external customers, and, before using this process for interagency customers, consider the following:

- Unlike the Billing Module’s Credit and Rebill process, the Transfer Worksheet process does not include the ability to generate an invoice for the state agency customer who receives the transferred item. Also, you will not have the detailed credit/rebill system documentation for historic/audit purposes.

- If you have security roles in more than one Business Unit within an agency, you can't create a Transfer Worksheet that involves multiple Business Units. For example, you can't create a Transfer Worksheet that takes an item from Business Unit G0201 to Business Unit G0202. It must remain in the same Business Unit G0201 to G0201.

- The Transfer Worksheet process does not provide an opportunity to change the ChartFields where the money is deposited.

Steps to complete:

- **Step 1:** Create a Transfer Worksheet and Select Criteria for the Item(s) to Transfer
- **Step 2:** Select the Customer that the Item will be Transferred to on the Worksheet Application page
- **Step 3:** Set the Worksheet Item(s) for Posting on the Worksheet Action page

**Step 1: Create a Transfer Worksheet and Select Criteria for the Item(s) to Transfer**

1. Navigate to the *Create Worksheet* page for the Transfer Worksheet using the instructions below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>NavBar: Navigator</td>
<td>Green NavBar icon in the Header, SWIFT, Accounts Receivable, Receivables Maintenance, Transfer Worksheet, Create Worksheet.</td>
</tr>
</tbody>
</table>

2. Select the *Add a New Value* tab.

3. Accept the default *Worksheet Business Unit* or enter a *Business Unit*. 
4. Accept the default “NEXT” for the Worksheet ID and the system will automatically assign the next number available when the worksheet is saved.

5. Click the Add button. The Transfer Selection page displays.
6. Use the Transfer Selection page to select the items that you want to work with Worksheet Application page in the next step.

**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.

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Criteria</td>
<td>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”.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>Enter the Cust ID or click on the Lookup to search for and select a Customer.</td>
</tr>
<tr>
<td>Business Unit</td>
<td>Accept the Business Unit default or enter a Business Unit. Note: once you select the Business Unit, SWIFT populates the other fields in the Customer Reference section.</td>
</tr>
</tbody>
</table>

- To bring in only specific items, complete the Reference Criteria section. In this example, Reference Criteria is entered on the worksheet.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Reference Criteria</td>
<td>Must = “Specific Value”.</td>
</tr>
<tr>
<td>Qual Code</td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td>Reference</td>
<td>Enter the Item for the Transfer or click on the Lookup to search for the Item.</td>
</tr>
<tr>
<td>*Restrict to</td>
<td>Accept the default “All Customers”.</td>
</tr>
<tr>
<td>*Exact Match</td>
<td>Accept the default “Exact Match”.</td>
</tr>
</tbody>
</table>

- Optionally, use the Item Inclusion Options section to indicate whether certain types of items will be included or excluded from the worksheet.

![Reference Options](image)
7. After setting your criteria, click the **Build** button. The *Worksheet1* page displays. The Item identified in the **Reference Criteria** section of the *Worksheet Selection* page displays in the Item Listing. The *Transfer ID* has been assigned by the system.

   **Note:** The **Build Doubtful** option is not used in Minnesota.

**Step 2: Select the Customer that the Item will be transferred to on the Worksheet Application page**

Next, use the *Worksheet1* page to indicate the "Transfer To" Business Unit and Customer that will receive the item(s).

1. Accept the default *Business Unit* or enter a *Business Unit*.  
   **Note:** you cannot transfer from one Business Unit to another.

2. Enter the *Customer ID* or click on the **Lookup** to search for and select the *Customer ID*.

3. Click on the *Worksheet2* tab.

4. Click on the **Sel (Select)** box confirming the transfer transaction.
5. Click the **Save** button.

**Step 3: Set the Worksheet Item(s) for Posting on the Worksheet Action page**

Next, use the *Worksheet Action* page to set the Item(s) for posting.

1. Click on the *Worksheet Action* link.
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 entered 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 transaction included on this worksheet will be picked up the next time the ARUpdate process runs and the customers' accounts will be updated.