

QUICK REFERENCE GUIDE

November 1, 2019

Place AR Items in Dispute or Collections

This guide covers how to place an AR Item in dispute or collections by updating the View/Update Detail page. The only updates that should be made to Items are described in this guide. When you place an item in Dispute or Collections, overdue charges will no longer be calculated for the item. This guide also covers how to add a customer conversation from the *View/Update Item Details* page.

Steps to complete:

- Step 1: Navigate to View/Update Details page for the Item
 - Option 1: Place Item in Dispute
 - Option 2: Place Item in Collections

Step 1: Navigate to View/Update Details page for the Item

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

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Review Payments and Items, Customer Accounts, View/Update Item Details. **Page opens in a new window.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments and Items, View/Update Item Details.

2. On the *View/Update Item Details* page, enter the search criteria as described below:

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](#) [Save Search Criteria](#)

Field	Description
Business Unit	Accept the default <i>Business Unit</i> or select a different <i>Business Unit</i> .
Customer ID	Enter the <i>Customer ID</i> or click on the Lookup button to search for and select a <i>Customer ID</i> .
Item ID	Enter an <i>Item ID</i> or search for and select an <i>Item ID</i> .

- Click the **Search** button.
- If more than one Item displays in the **Search Results** section, click on the link for the Item you want to update. The *Detail 1* page displays.

View/Update Item Details

Detail 1
Detail 2
Detail 3
Item Activity
Item Accounting Entries
Item Audit History

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

Unit G1001	Customer TRN000001	TRAINING CUSTOMER1	
Item ID TRAIN000001	Line 1	Days Late 52	Status Open

Accounting Date 07/01/2018	Balance 250.00 USD	Billing Unit G1001	Detail
Entry Type IN		Original Amount	250.00 USD
Entry Reason			
AR Dist Info AR			

Discount Options

Due Date 07/31/2018	Due Days <input type="text"/>
Terms NET30	Discount Days <input type="text"/>
Discount Amount <input style="width: 80%;" type="text" value="0.00"/>	Date <input type="text"/>
Discount Amount 1 <input style="width: 80%;" type="text"/>	Date 1 <input type="text"/>
<input type="checkbox"/> Always Allow Discount	
As Of Date 07/01/2018	Posted 09/12/2018

Customer Relations

<input type="checkbox"/> Dispute	Reason <input style="width: 80%;" type="text"/>	Date <input type="text"/>
	Dispute Amount <input style="width: 80%;" type="text"/>	
<input type="checkbox"/> Deduction	Reason <input style="width: 80%;" type="text"/>	Date <input type="text"/>
<input type="checkbox"/> Doubtful		
<input type="checkbox"/> Collection	Code <input style="width: 80%;" type="text"/>	Date <input type="text"/>
Analyst	DEFAULT	Default Credit Analyst
Collector	DEFAULT	Barb Boehmer
Sales Person	DEFAULT	
AR Specialist	<input style="width: 80%;" type="text"/>	

Payment/Draft Options

Payment Method Check	<input type="checkbox"/> Preapproved?
Draft Type <input style="width: 80%;" type="text"/>	<input type="checkbox"/> Create Document?
Direct Debit Profile ID <input style="width: 80%;" type="text"/>	<input type="checkbox"/> One Item per Draft?

Item Creation/Update Details

Created On 09/12/2018 2:24PM	Last Modified On 09/13/2018 11:02AM
Created By 01159534	Modified By 01159534

[Split](#)
[Item Action](#)
[Add Conversation](#)

[Invoice Attach\(1\)](#) | [View Audit Logs](#)

Save
Return to Search
Previous in List
Next in List
Notify
Refresh

[Detail 1](#) | [Detail 2](#) | [Detail 3](#) | [Item Activity](#) | [Item Accounting Entries](#) | [Item Audit History](#)

Option 1: Place an Item in Dispute

To place an Item in Dispute:

1. Complete the **Customer Relations** section as follows:

Field	Description
Dispute	Click on the <i>Dispute</i> checkbox.
Reason	You will select a predetermined <i>Reason</i> code. Click on the Lookup button and select a <i>Reason</i> code.
Date	After selecting the <i>Reason</i> , the <i>Date</i> is automatically populated with the current date of the transaction. Accept this date or enter a different date.
Disputed Amount	After selecting the <i>Reason</i> , the <i>Disputed Amount</i> defaults to the total Item amount. Accept this amount or enter a different amount.

Customer Relations

Dispute Reason Date
 Dispute Amount

Deduction Reason Date

Doubtful

Collection Code Date

Analyst Default Credit Analyst

Collector Barb Boehmer

Sales Person

AR Specialist Patty Fischer

2. Click the **Save** button. Overdue charges will no longer be calculated for the item.
Note: The Deduction checkbox, reason and date fields are not used in Minnesota.

Option 2: Place Item in Collection

To place an Item in Collection:

1. Complete the **Customer Relations** section as follows

Field	Description
Collection	Click on the <i>Collection</i> checkbox.

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Field	Description
Collection Date	After clicking on the Collection checkbox, the <i>Collection Date</i> is automatically populated with the current date of the transaction. Accept this date or enter a different date.
Code	You will select a predetermined <i>Collection</i> code. Click on the Lookup button and select a <i>Collection</i> code.

Customer Relations

Dispute Reason Date

Dispute Amount

Deduction Reason Date

Doubtful

Collection Code Date

Analyst Default Credit Analyst

Collector Barb Boehmer

Sales Person

AR Specialist Patty Fischer

If you would like to add a conversation to track ongoing discussions with the customer, refer to the ["Customer Conversations"](#) guide.