SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

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:

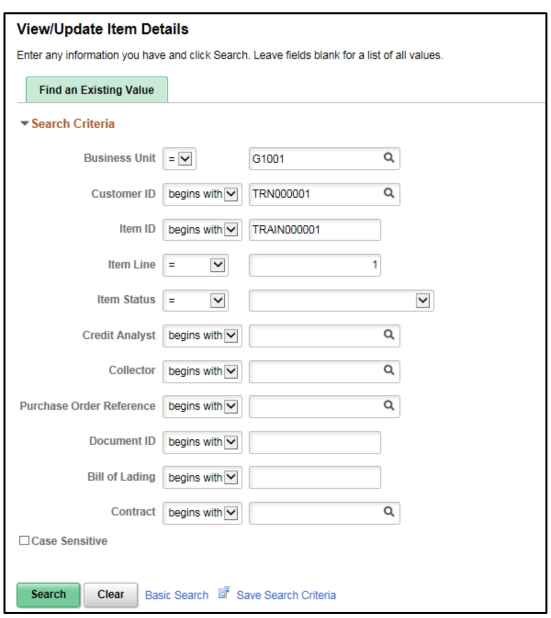
- Step 1: Navigate to View/Update Details page for the Item
    - Option 1: Place Item in Dispute
    - Option 2: Place Item in Collections

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.

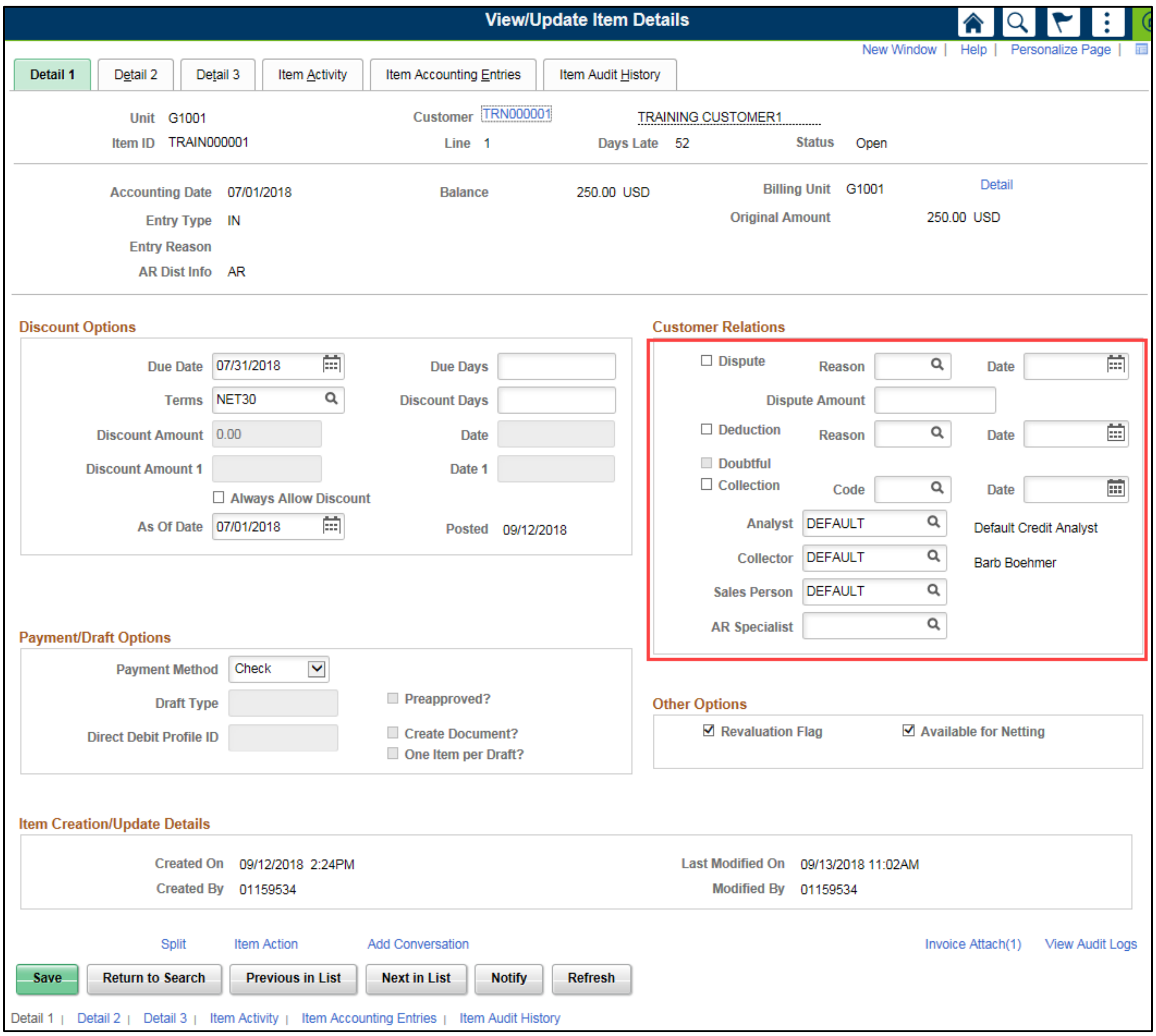
Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Review Payments and Items, Customer Accounts, View/Update Item Details. **Page opens in a new window.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Review Payments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

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



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

3. Click the **Search** button.
4. 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.

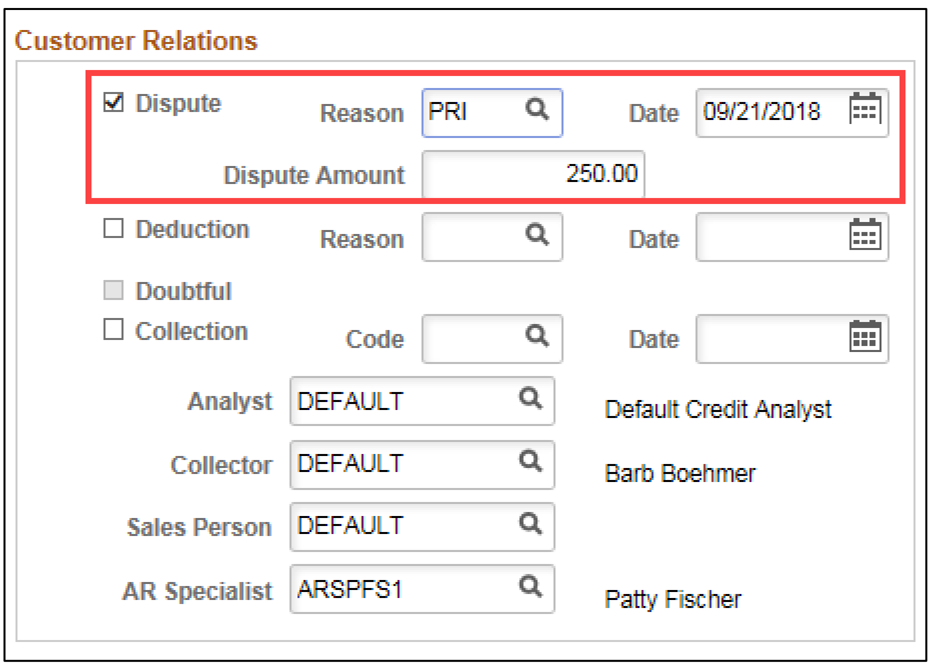


Option 1: Place an Item in Dispute

To place an Item in Dispute:

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

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



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.

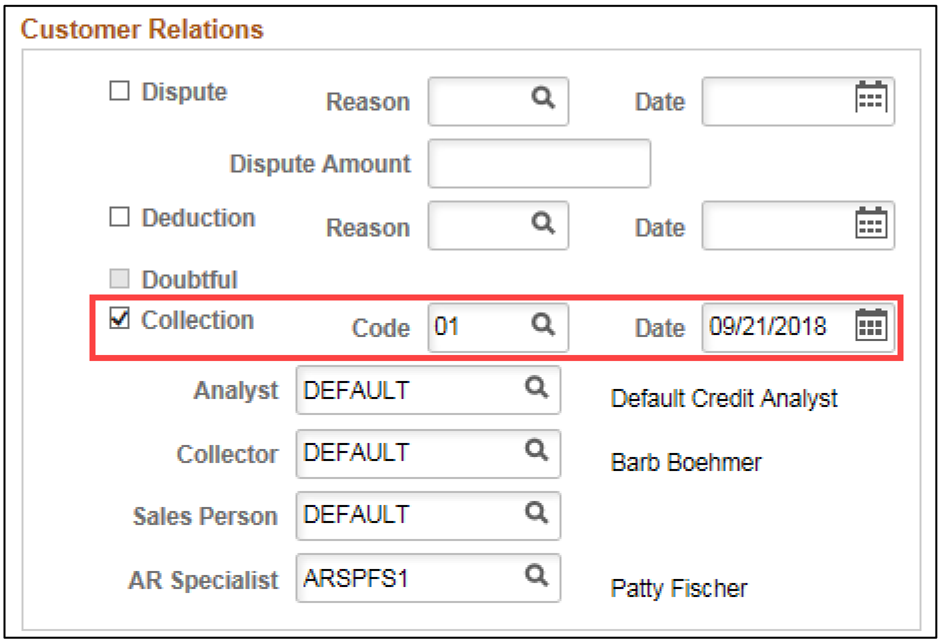
Option 2: Place Item in Collection

To place an Item in Collection:

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

Field	Description
Collection	Click on the *Collection* checkbox.

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



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