SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

QUICK REFERENCE GUIDE

September 1, 2019

Accounts Receivable WorkCenter

WorkCenters provide a centralized place where you can access frequently used pages, queries, processes, and reports. Options that you see in the WorkCenter depend on your security roles. You may see more or fewer options than shown in this guide.

The following Receivables WorkCenter sections are covered in this guide:

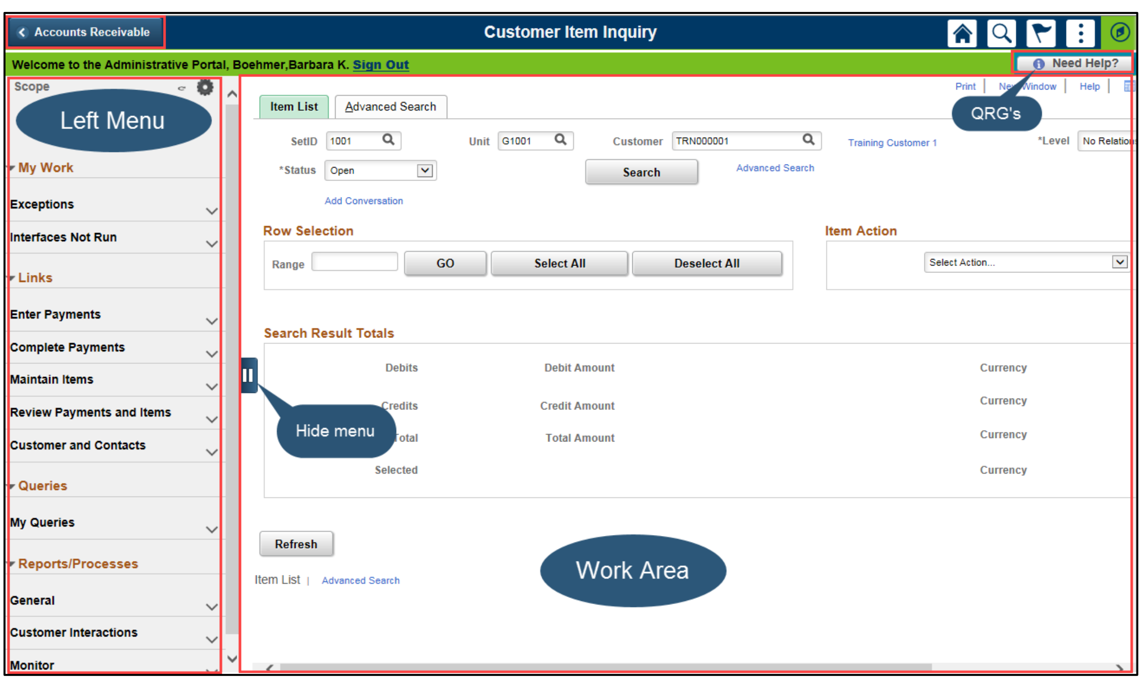
- **My Work** –Resolve Exceptions
- **Links** -- Access Frequently Used pages
- **Queries** – Run WorkCenter Queries
- **Reports/Processes** – Run Frequently Used Reports or Processes
- **Monitor** – Access the Process Monitor, Query Viewer, and Report Manager

Access the Receivables WorkCenter

1. Navigate to the Receivables WorkCenter as described below.

Navigation Option	Navigation Path
Receivables WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter.

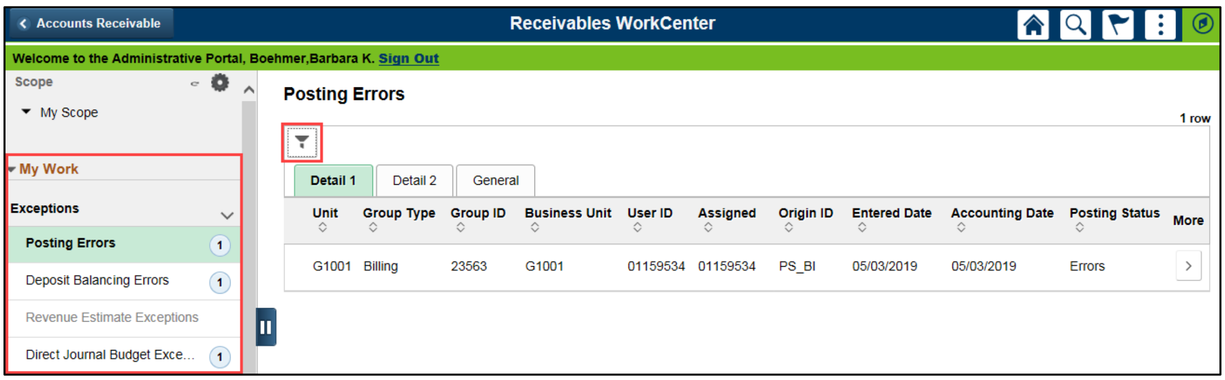
The Receivables WorkCenter displays with the *Item List* page opened in the **Work Area** by default (right side page).



- 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).

My Work – Resolve Exceptions

The **My Work** section contains inquiries that will help you identify transactions with issues that need to be resolved. These *exceptions* should be checked regularly to ensure that transactions are posted in a timely manner, customer records are correct, and Accounts Receivable reporting is accurate.

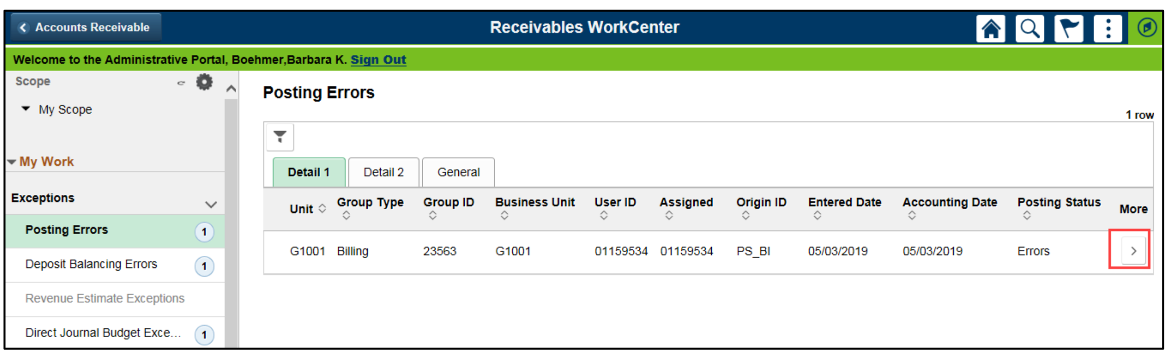


The **Exceptions** section includes inquires described below. If the inquiry name is greyed out, no journals were found. If there are results, the number of journals found will be listed next to the inquiry name. **Note**: The security role required to view the information is noted in the inquiry description.

Exceptions Inquiry	Description
Posting Errors	Lists transactions with posting errors, including bills, maintenance worksheets, overdue charges, and transfer worksheets. Refer to the "Groups Not Set to Post" guide for more information about posting errors. Staff who have the "AR Supervisor" or "AR Specialist" role will see this option.
Deposit Balancing Errors	Lists deposits that are not balanced (Control Amount and/or Count does not equal Total Payment Amount and/or Count.) Refer to the deposit entry guides in the **Need Help**? for more information. Staff who have the "AR Payment Processing Accountant" role will see this option.

Exceptions Inquiry	Description
Revenue Estimate Exceptions	Lists AR Items that have failed budget check. Typically, transactions listed are write-offs of AR Items that have failed budget check. Write-offs require that a revenue budget exists for the account code "590001" (Revenue Write-Off) in the appropriate budget period with the same funding string as the item being written off. Staff with the "AR Supervisor" or "AR – Billing Set-up" role will see this option.
Direct Journal Budget Exceptions	Lists Direct Journal deposits that have failed budget check. Refer to the "Direct Journal Budget Errors" guide for more information. Staff with the "AR Supervisor" or "AR – Billing Set-up" role will see this option.

1. When you select an inquiry, the **Detail 1** tab displays by default. Select the **Detail 2** or **General** tab to see additional fields or click on the **More** button at the end of the line to access the related page.

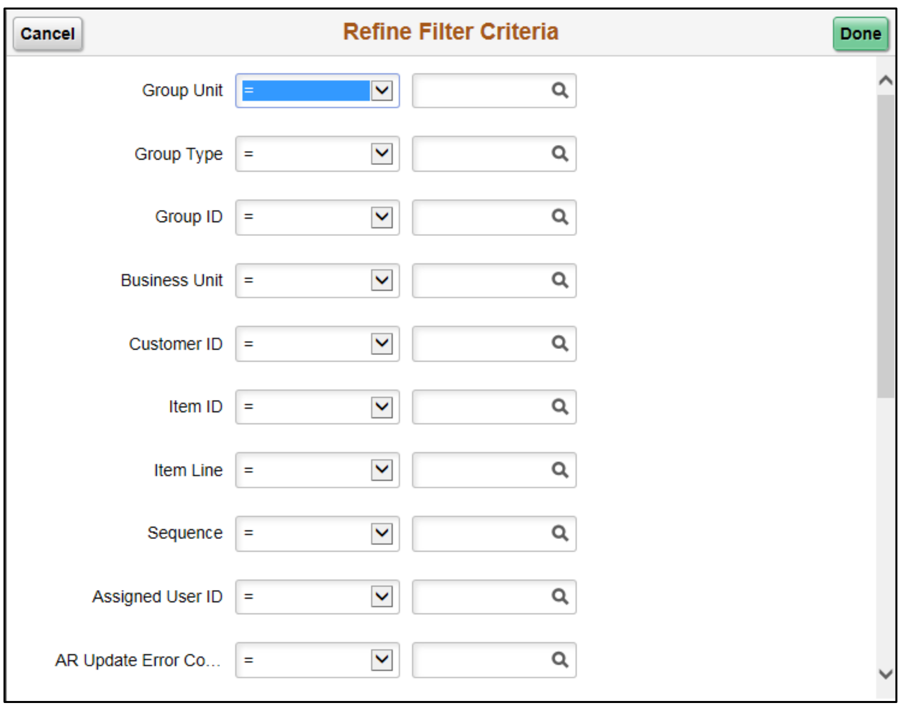


Note: You should also check for incomplete payment worksheets and deposits using the instructions provided below.

Inquiry	Description
Incomplete Deposits	The pages below can be used to search for unfinished deposits: --Search by Deposit Unit on the *Regular* or *Express Deposit* pages. (Navigation: AR WorkCenter, Links Section, Enter Payments folder.) --Run the Incomplete Deposits inquiry. Refer to the "Check for Incomplete Deposits" guide for instructions.

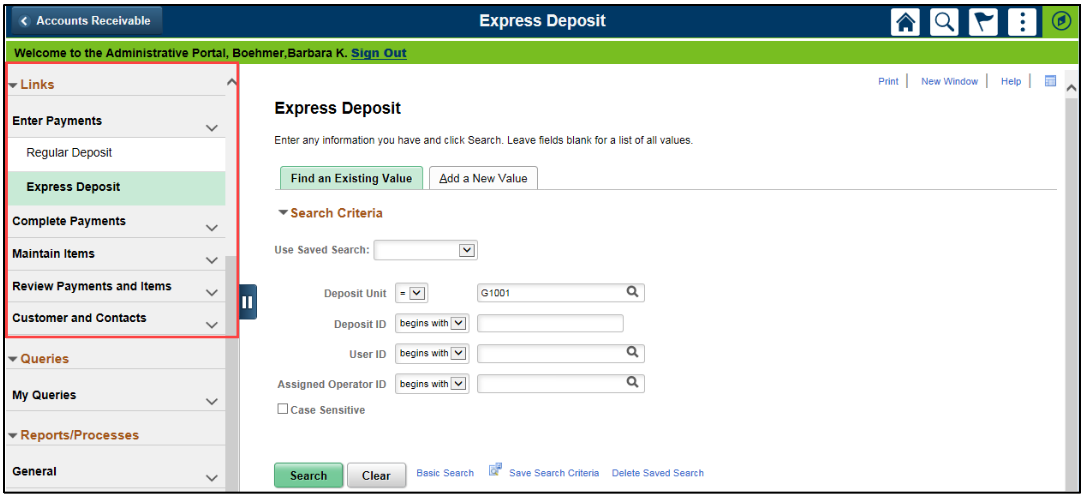
Inquiry	Description
Incomplete Payments	The pages below can be used to search for unfinished payment worksheets: --Search by your Business Unit on any of the Apply Payment Worksheet search pages. (Navigation: AR WorkCenter, Links Section, Enter Payments folder.) --Run the Incomplete Payments inquiry. Refer to the "Check for Incomplete Payments" guide for instructions.

2. To limit the transactions displayed, click on the Filters ( ) icon and complete the *Refine Filter Criteria* page.
   - The filter options available depend on the exception inquiry selected.
   - After entering your filter criteria, select the **Done** button to apply the criteria or the **Cancel** button to return to the list without setting a filter.
   - Use the **Reset** button to remove a filter you have applied.



Links -- Access Frequently Used pages

The **Links** section includes links to frequently used pages.



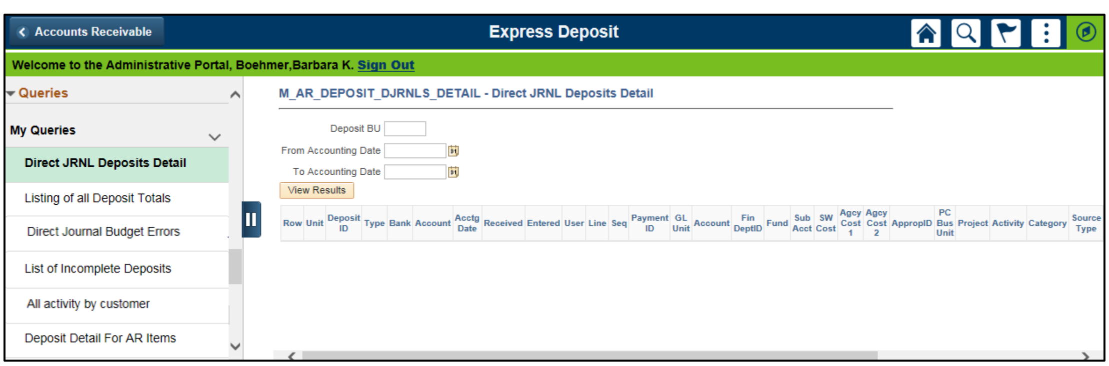
Expand the folders listed below to access the pages:

- **Enter Payments**: Regular and Express Deposit pages.
- **Complete Payments**: Payment Worksheet and Accounting Entries pages.
- **Maintain Items**: Maintenance Worksheets pages.
- **Review Payments and Items**: Account Overview, Item List, View/Update Item Details, Conversations, Owner Action List pages.
- **Customer and Contacts**: Customers and Contacts viewing and entry pages.

Queries – Run WorkCenter Queries

Queries have been selected to display in the **My Queries** section.

- When you select a query, the parameter page displays on the right where you can enter parameters and run the query.
- You can also access the *Query Viewer* page to run your favorite queries or to search for any available query. The page is available in the **Monitor** folder under the **Reports/Processes** section.

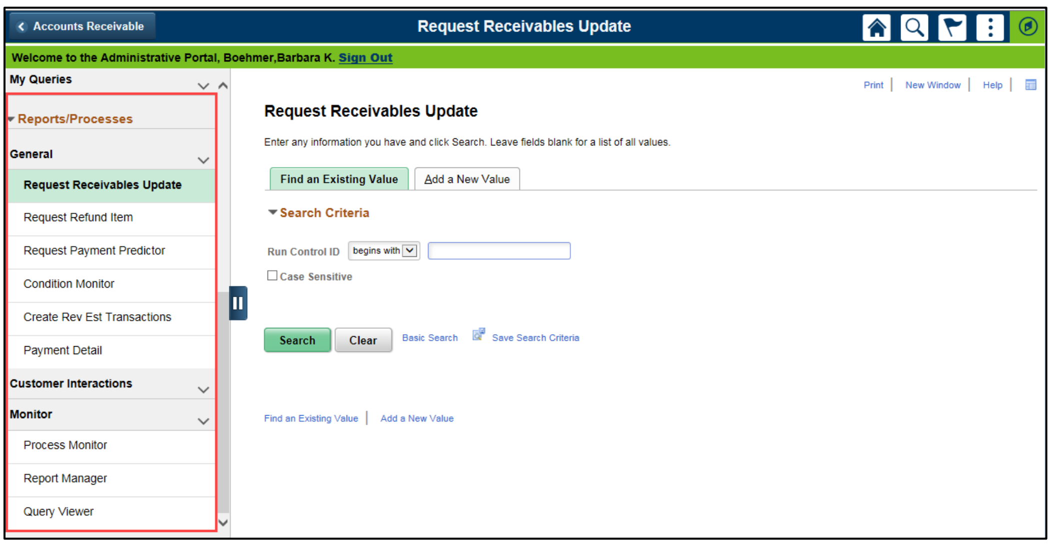


Reports/Processes – Run Frequently Used Reports or Processes

The **Reports/Processes** section provides links to frequently used reports and processes.

Expand the folders listed below to access the pages:

- **General:** Request Receivable Update (ARUpdate) process, Request Refund Item, and Payment Detail report pages.
- **Customer Interactions:** Customer Statements, Overdue Charges, Conversations, and Dunning Letter pages.



Monitor – Access the Process Monitor, Query Viewer, and Report Manager

The **Monitor** folder under the **Reports/Processes** section (shown above) provides access to the Process Monitor, Report Manager, and Query Viewer.