

## QUICK REFERENCE GUIDE

November 1, 2019

### Write-Off AR Items

Maintenance worksheets can be used to write-off an Accounts Receivable (AR) item when a debt is determined by a state agency to be uncollectable. You will use the “WOD” (Write-Off a Debit) transaction *Type* with a “REV” (Write-off a Revenue) *Reason*. All write-offs will need to go through the approval process. After they are approved, the ARUpdate process updates the customer account with the write-off transaction.

- **Note:** Check with your budget coordinator to ensure 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. If this is not done, a budget exception will occur. Budget coordinators can contact the SWIFT Help Desk with any questions.

Steps to complete:

- Step 1: Complete the Maintenance Worksheet Selection page
- Step 2: Complete the Worksheet Application page
- Step 3: Submit the Worksheet Items for Approval on the Worksheet Action page
- Step 4: Run the ARUpdate Manually or Wait for the Batch

### Step 1: Complete the Maintenance Worksheet Selection page

First, you’ll create a maintenance worksheet.

1. Navigate to the *Create Worksheet* page by using one of the options below.

Navigation Options	Navigation Path
<b>Navigation Collection</b>	Accounting, Accounts Receivable, Maintain Items. The Create Worksheet page will display by default.
<b>WorkCenter</b>	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Maintain Items, Create Worksheet.

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.

### Create Worksheet

Find an Existing Value
Add a New Value

Worksheet Business Unit  🔍

Worksheet ID

Add

5. Click the **Add** button. The *Worksheet Selection* page displays.
6. Use the *Worksheet Selection* page to select the items that you want to work with on the *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.

Field Name	Field Description
<b>Customer Criteria</b>	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".
<b>Customer ID</b>	Enter the <i>Cust ID</i> or click on the <b>Lookup</b> to search for and select a Customer.
<b>Business Unit</b>	Accept the <i>Business Unit</i> default or enter a <i>Business Unit</i> . <b>Note:</b> once you select the <i>Business Unit</i> , SWIFT populates the other fields in the <b>Customer Reference</b> section.
<b>Accounting Date</b>	Defaults to current date. Generally, you would not change.

- To bring in only specific items, complete the **Reference Criteria** section. In this example, reference criteria are entered on the worksheet since we know the *Item ID* for the item we want to write-off.

Field Name	Field Description
<b>Reference Criteria</b>	Must = "Specific Value".
<b>Qual Code</b>	Select "I - Item".
<b>Reference</b>	Enter the Item for the Write Off or click on the <b>Lookup</b> to search for the Item.

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Field Name	Field Description
Anchor BU	Enter the <i>Business Unit</i> , if not already supplied in the <b>Customer Criteria</b> section.
Currency	Accept the default "USD".

< Accounts Receivable
Maintain Items

Worksheet Selection
Worksheet Matches

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

Unit G1001
Worksheet ID NEXT

### Customer Criteria

\*Customer Criteria
Customer Reference 1 of 1 | View All

### Reference Criteria

#### Item Reference

1-1 of 1 | View All

Qual Code	Reference	To Reference
<input type="text" value="I"/>	<input type="text" value="TRN0000900"/>	<input type="button" value="+"/> <input type="button" value="-"/>

### Item Inclusion Options

All Items  
 Exclude Collection Items

Deduction Items Only  
 Exclude Deduction Items

Items in Dispute Only  
 Exclude Dispute Items

[Advanced Inclusion Options](#)

### Worksheet Action

Created Date/Time

Number of items in worksheet 0

Worksheet Selection

Worksheet Application

Worksheet Action

- Optionally, use the **Item Inclusion Options** section to indicate whether certain types of items will be included or excluded from the worksheet.
  - The default value is “All Items”. This example will use the default so all open items matching the criteria will be included on the worksheet.
- After setting your criteria, click the **Build** button. The *Worksheet Application* page displays. In this example, only the Item identified in the Reference Section displays.

**Note:** the *Worksheet ID* has been assigned by the system.

The screenshot shows the 'Worksheet Application' interface. At the top, it displays 'Unit G1001', 'Worksheet ID 21226', 'Currency USD', and 'Accounting Date 01/03/2019'. Below this are three main sections: 'Item Action' with 'Entry Type' set to 'Offset an Item' and a 'Reason' field; 'Row Selection' with 'Choice' set to 'Select Range' and a 'Range' field; and 'Display Control' with 'Display' set to 'All Items' and a 'Go' button. An 'Absolute Value Sort' button is also present. The 'Item List' section shows a table with columns for 'View Detail', 'Seq Nbr', 'Sel', 'Item Balance', 'Currency', 'Item ID', 'Line', 'Type', 'Reason', 'Unit', 'Customer', and 'Amount selected'. One item is listed with 'Seq Nbr' 1, 'Sel' checked, 'Item Balance' 5.00, 'Currency' USD, 'Item ID' TRN0000900, 'Line' 1, 'Type' MT, 'Reason' (empty), 'Unit' G1001, and 'Customer' TRN000001. Below the table are buttons for 'Add Item', 'Group View', 'Write-Off Remaining Amount', and 'Revenue Distribution'. A 'Balance' summary table shows 'Dr' 5.00, 'Cr' 0.00, 'Adj' 0.00, 'Net' 5.00, 'WO' 0.00, and 'Ref' 0.00. At the bottom, there are links for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action', 'Attachments (0)', and 'View Audit Logs', along with 'Save', 'Return to Search', 'Notify', and 'Refresh' buttons.

## Step 2: Complete the Worksheet Application page

Next, complete the *Worksheet Application* page to specify the action that should be taken for the selected items.

- For each item that you want to write-off, complete the **Item List** entry as follows:

Field Name	Field Description
<b>Sel</b>	Click the <b>Sel</b> checkbox for each item you want to Write-Off. The <b>Sel</b> checkbox will be automatically checked for items you entered on the Worksheet Selection page.
<b>Type</b>	Select “WOD” (Write-Off a Debit) for the <i>Type</i> field for the Items you want to write-off, indicating what action will be taken when the worksheet is posted.
<b>Reason</b>	Select “REV” (Write-Off a Revenue). Reason codes in combination with entry type help determine what accounting entries will be created as the result of a transaction.

**Note:** Optionally, the **Item Action** section fields can be used to set the *Entry Type* and *Reason* for all the selected Items in the worksheet. This is most useful when there are multiple items on

the list. To change the default settings and apply new settings to all of the items in the list, do the following:

- In the **Row Selection** section, select “Deselect All” in the *Choice* field and click the **Go** button.
- In the **Item Action** section, select the desired *Entry Type* and *Reason*.
- In the **Row Selection** section, select “Select All” in the *Choice* field, and click the **Go** button.

The screenshot shows the 'Worksheet Application' interface. At the top, there are fields for Unit (G1001), Worksheet ID (21226), Currency (USD), Accounting Date (01/03/2019), and Reason Code. Below these are three main sections: 'Item Action' with 'Entry Type' (Offset an Item) and 'Reason' fields; 'Row Selection' with 'Choice' (Select Range) and 'Range' fields; and 'Display Control' with a 'Display' dropdown (All Items) and a 'Go' button. An 'Absolute Value Sort' button is also present. The 'Item List' table below has columns for Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, Customer, and Amount selected. The first row is highlighted with a red box, showing Seq Nbr 1, Sel checked, Item Balance 5.00 USD, Item ID TRN0000900, Line 1, Type WOD, Reason REV, Unit G1001, and Customer TRN000001. Below the table is a 'Balance' section with columns for Dr, Cr, Adj, Net, WO, and Ref. The 'WO' column has a value of 5.00, which is highlighted with a red box. At the bottom, there are buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh'. The 'Save' button is highlighted with a red box.

- Click on the **Save** button. If you receive an error indicating that the item is already tagged in another group, it means that there is another unposted Maintenance or Payment Worksheet that has the item selected. You won't be able to complete this worksheet until you resolve this issue. Refer to the "[Resolve Worksheet Error: Item Already Tagged in Another Group](#)" guide for more information.
- You may receive the below message indicating that the maximum operator write off amount limits have been exceeded. This message indicates that you do not have the security to process the write off. Click the **OK** button and refer this matter to your supervisor.

The screenshot shows a message dialog box with a blue header labeled 'Message'. The message text reads: "One or more items exceed the Maximum operator write off amount limits on this worksheet. (6050,115)". At the bottom center of the dialog box is an 'OK' button.

## Step 3: Submit the Worksheet for Approval on the Worksheet Action page

The next step to write-off a debit is to use the *Worksheet Action* page to “Submit to Workflow”. This means approval is needed. All write-offs of debit transactions need approval.

1. Click on the *Worksheet Action* hyperlink.
2. Accept the **Action** “Submit to Workflow” and click on the **OK** button. The *Status* field will display “Pending Approval”.

**Worksheet Action**

Unit G1001      Worksheet ID 21226      Accounting Date 01/03/2019

Status Do Not Post

**Worksheet Action**      **Posting Action**      **Accounting Entry Action**

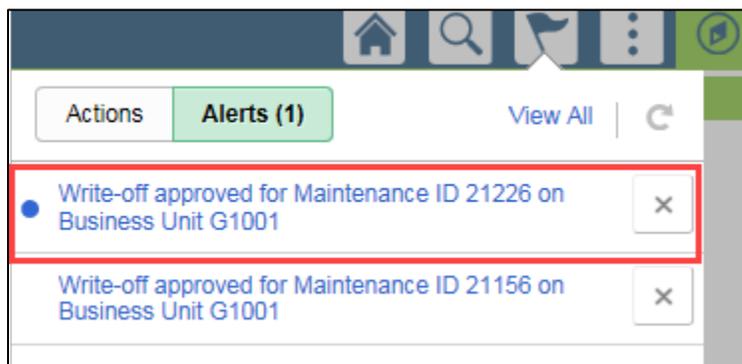
Delete Worksheet      Action: Submit to Workflow      OK      Create/Review Entries

Delete Maintenance Group

Worksheet Selection      Worksheet Application      Worksheet Action

Save      Return to Search      Notify

3. You will receive a Notification (🔔) when the write-off is approved. If the write-off is denied, you will receive a Notification and an email. For more information about the approval process, refer to the “[Maintenance Worksheet Approval Process](#)” guide.



- After the write-off has been approved, it is automatically set to batch standard and ready for the ARUpdate process.
- You can click on the write-off link in the **Notifications - Alerts** to review the worksheet and verify that it has been set to batch standard.

## **Step 4: Run the ARUpdate Manually or Wait for the Batch**

Next, the ARUpdate process must be run to create accounting entries in the GL (General Ledger) and update the customer's account. The ARUpdate batch process runs several times a day. You can also run the process manually. Refer to the "[Run the ARUpdate Process](#)" guide for assistance.

After the ARUpdate process posts the transaction, the write-off displays on the customer's account.