



Accounts Receivable Processing

This guide walks you through steps for Entering and Maintaining Customers, Pending Items, Applying Payments, Maintenance Worksheets, Statements, Inquiries/Reviews, Queries and Reports related to these functions.

State of Vermont
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Table of Contents

Revision to Manual.....	4
Introduction to Accounts Receivable	5
Overview of VISION Financial System	5
Receivables – Business Process, Reminders, Hints	6
Accounts Receivable Flowchart.....	7
Frequently asked Questions.....	8
Helpful Hints.....	9
Customer Pages and Descriptions.....	10
On-Line Pending Item Entry Pages with Descriptions	14
Drop Down Selections for On-Line Pending Items.....	21
Enter a New Customer	22
Maintain/Update Customer Name and/or Address.....	26
Inquire on Customer Information, Name/Address	34
Enter Online A/R Pending Item	36
Enter an Online A/R Credit Pending Item.....	41
Delete an Entered Online A/R Pending Item That Has Not Posted.....	47
Payment Predictor Exercises	50
Enter Customer Deposit/Worksheet Using Payment Predictor.....	50
Enter Customer Deposit – Paying Entire Customer Balance.....	58
Enter Customer Deposit – Payment more than Item Balance	69
Enter Customer Deposit – Payment less than Item Balance	78
Enter Customer Deposit – No Reference ID, Multiple Open Pending Items/Invoices, Deposit Dollar Amount does not Match any Open Balances	88
Not Using Payment Predictor Exercises	99
Enter Customer Deposit/Worksheet.....	99
Enter Customer Deposit/Worksheet to Apply Payment On-Account.....	107
Deposit Spreadsheet Load.....	115
Enter Spreadsheet Data	115
Process Loaded Spreadsheet Data.....	119
How to Run Payment Predictor.....	127
Delete a Customer Deposit That Has Not Posted	129
Collections Workbench	134
Inquire and Fix Online A/R Pending Item that did not post due to a “Duplicate Item” Error	145
Create a Maintenance Worksheet	149

Create a Maintenance Worksheet to Write-Off an Item	152
Approve Maintenance Worksheet to Write-Off an Item	160
Deny Maintenance Worksheet to Write-Off an Item	164
Delete a Maintenance Worksheet That Has Not Posted	169
Enter Customer Conversation	171
Run and Print Customer Statements.....	173
Review Pending Items Groups Not Set To Post	179
Review Pending Items Groups Set To Post	181
Review Payments Set to Post.....	182
Review Posting Results-Pending Items	183
Review Posting Results-Payments.....	185
Review Item List	187
Review Item Activity from a Group.....	195
Review Item Activity from a Customer Payment.....	197
Review Item Activity Summary	199
View/Update Item Details.....	201
Customer Account Overview	203
Customer Activity	206
Review Customer Payments	209
Review Customer Aging	211
Review Customer History.....	213
Review Customer Pending Items	214
Review Outstanding Payments	215
Review Payment History	217
Reports and Queries.....	218

Revision to Manual

February 2024

- Updated for PeopleTools 8.60 upgrade

September 2022

- Updated bank information

February 2022

- Updated the Enter Customer Deposit exercise starting on page 78

July

- Updated the Create a Maintenance Worksheet to Write-Off an Item section to note that write-offs under \$1.00 do not require an approval

April 2019

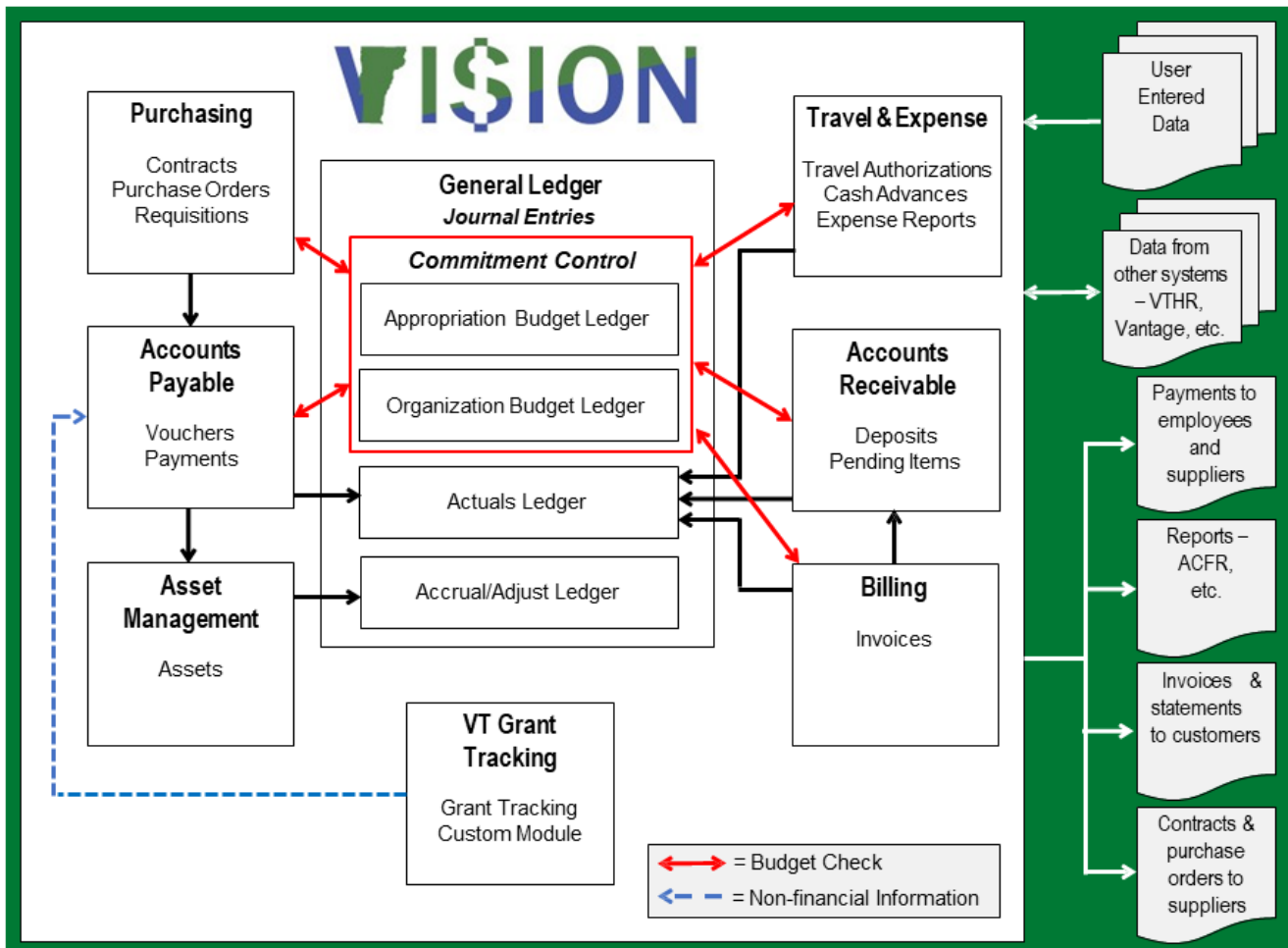
- Manual finalized

December 2018

- Manual written

Introduction to Accounts Receivable

Overview of VISION Financial System



The Accounts Receivable module tracks customer transactions. Whether it is an invoice, a pending item for a Refund, or Federal Draw. This module assists you in tracking receivables for customer(s).

If you use the Billing Module, you use the Load AR Pending Items process to interface these items to Accounts Receivables. Invoices are loaded as one pending group where the invoice # is the ItemID. When you enter pending items through a billing interface, the system edits external groups and identifies errors when the Receivable Update process runs overnight.

Receivables - Business Process, Reminders, Hints

General

MER Queries - Run month end queries throughout the month to monitor outstanding Accounts Receivable items. Outstanding items may include pending items, maintenance worksheets, customer deposits and direct journal deposits that may be in error or need to be completed in order to post. Note: See the Month End Closing Instructions for ACTUALS & ACCRL/ADJ document located on the Department of Finance & Management website at the following link:

<https://finance.vermont.gov/policies-and-procedures/vision-closing-instructions>

Enter Receivables

Use a unique Item ID when entering a pending item. This will prevent a duplicate item error, which is a VISION function to detect duplicate receivables. Key fields the ARUPDATE Process looks for in determining a duplicate item are: Item ID, Line # and Customer. If all three fields are the same, it will produce a DUPITEM error.

Maintain Receivables

When processing a maintenance worksheet, you must only match offsetting items that have the same fund. If items are matched that contain different funds it causes a reconciliation issue. Always run the VT_AR_OPEN_ITEMS_BU_AND_CUST prior to creating a maintenance worksheet to ensure the items you wish to match have the same fund.

Collect Receivables

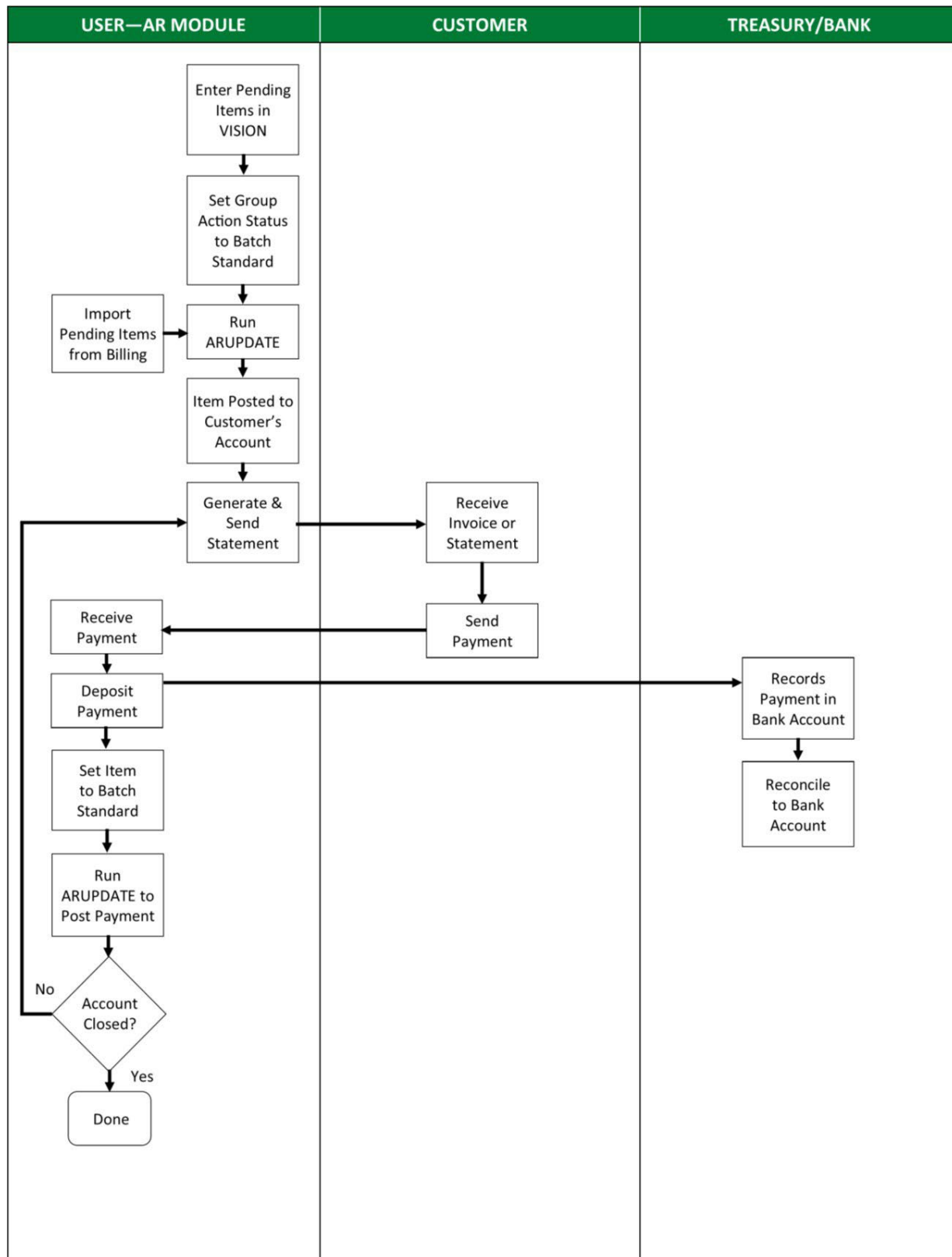
Run A/R aging reports at least monthly to review all open receivables for validity and accuracy, and to determine if any of the open items need to be maintained (closed).

You can create Customer Statements to mail/email to customers as a helpful collection tool.

Unpost Payment/Pending Group/Direct Journal Deposit

Unposting can only occur within the Finance and Management Department. If you need a group or deposit unposted this can only occur within the open period. Example: If a payment is applied to the wrong customer you can request to have the payment unposted and reapply it to the correct customer. To do so you can e-mail Finance Support at FIN.VisionSecurity@vermont.gov and provide the BU, Group# or Deposit # and Payment ID depending on what you are asking to have unposted.

Accounts Receivable Flowchart



Frequently asked Questions

How can I delete a pending item that has already posted?

- If the accounting period is still open, then the pending item can be unposted by Financial Operations
- If the accounting period has already closed but the pending item is still open on the customer's account and the item was generated from the Billing Module, then you can process a credit bill in Billing. Automatic Maintenance will match the original and credit and clear both from the customer's account
- If the item is still open on the customer's account and the item was manually entered into Accounts Receivable, then you can enter a credit pending item and match both items using a maintenance worksheet to close out the items. Then, enter a new pending item correctly making sure that the item id is unique to avoid getting a duplicate item error
- If the pending item is no longer open on the customer's account, then you will need to enter an ONL journal in the General Ledger module to correct any accounting entry errors

Helpful Hints

I have entered a pending group and I am now trying to inquire on the group, but I am receiving the following error message: *No matching values were found.*

To view groups that have posted through ARUPDATE the navigation is: Accounts Receivable > Receivables Update > Posting Results-Pending Items.

Why is the Delete Deposit button grayed out when I try to delete a customer deposit?

The delete button is not available (grayed out) once you build a payment worksheet. To delete the deposit, you will need to delete all payment worksheets that have been built for that deposit.

How do I delete a customer deposit once I have already built the worksheet?

See the [Delete a Customer Deposit That Has Not Posted](#) exercise in this manual.

Why did my pending group error with this error message: *1CUST?*

If you received this error message, you most likely will find that the customer was made inactive. If the customer was made inactive by mistake, change the customer back to active. Once the customer is active again set your group to batch standard. ARUPDATE process runs overnight the pending group will post to the customer's account. If the customer id is incorrect, then you must update this information and set the pending group to batch standard to post.

Why did my pending group error with this message: *ITDUP?*

The pending item errored as a duplicate because the item id used during the pending item group entry already exists. The ARUPDATE process checks for duplicates when posting pending items to customer's accounts. Online A/R pending items result in Duplicate Item errors when the same Item ID, Line and Customer Id are used on more than one A/R pending item group. To correct the error, follow the exercise [Inquire and Fix Online A/R Pending Item that did not post due to a "Duplicate Item" Error](#) in this manual.

Customer Pages and Descriptions

General Info page

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Customer Accounts > General Information

Navigator Menu navigation: Customers > Customer Information > General Information

The screenshot shows the 'General Info' tab for a customer account. The top navigation bar includes 'General Info', 'Bill To Options', 'Ship To Options', 'Sgld To Options', and 'Miscellaneous General Info'. The main form area contains the following fields and sections:

- SetID STATE**: Customer ID 1016
- General Info Links**: A link to view general information links.
- *Status**: Active (highlighted by circle 1)
- *Date Added**: 07/29/2014 (highlighted by circle 2)
- *Since**: 07/29/2014 (highlighted by circle 2)
- *Name 1**: Example Customer Name Change (highlighted by circle 3)
- Name 2**: (empty field)
- Currency Code**: USD
- Rate Type**: CRRNT
- Level**: Regular (highlighted by circle 4)
- *Type**: User 1 (highlighted by circle 5)
- *Short Name**: U. S. Fish
- Roles**: A list of roles with checkboxes, including Bill To Customer, Ship To Customer, Sold To Customer, Broker Customer, Indirect Customer, Correspondence Customer, Remit From Customer, Corporate Customer, and Consolidation Customer.
- Federal Attributes**: A section with checkboxes for Federal Customer, Appropriation Symbol Not Required for Reimbursable Agreements, and fields for Trading Partner Code and Disbursing Office.

1. **Customer Status** - Defaults as active. You cannot post pending items to inactive customer accounts. Account information, however, appears on the customer pages and remains part of historical information
2. **Date Added & Since** - Enter the date when you established this customer in the system. You can also specify that the customer has been a customer since a certain date, which may or may not be the date added. The current date appears by default for both fields. In add mode, you can change the effective date for all matching effective-dated customer records by changing the Date Added field
3. **Name 1** - Enter the customer's primary name. When a customer's name changes, you can enter the new name and still maintain a record of the previous name. When you overwrite the value in the Name 1 field, the Name 1 field is reserved as history on the Miscellaneous General Information page - Name 2 field as Former Name1 (former name 1). When you change the value in the Name 1 field a second time, Former Name 2 (former name 2) appears below to the Former Name 1 field on the Miscellaneous General Information page
4. **Level** - Defaults as regular accept default
5. **Type** - Defaults as User 1 accept default

6. **Currency Code** - Enter USD

7. **Rate Type** - Enter CRRNT

8. **Short Name** - Enter a name to appear on pages when there is not room for the full name. The system populates this field with the first ten characters of the Name 1 field if the field is blank

9. **Bill To Customer** - Select bill to Customer. When you select this check box, the system designates the customer as a correspondence and a remit from customer and makes those check boxes available. Only bill to customers can be correspondence or remit from customers

General Info page – Support Teams

10. **Support Team Code** - Select Valid Value – Most departments will have only one selection for example: Dept. of Finance = FM, you must select a Default

General Info page – Address Locations

The screenshot displays two forms: 'Address Locations' and 'Address Details'. Red circles with numbers 11 through 21 point to specific fields and checkboxes.

- 11** points to the '*Location' dropdown menu, which currently shows '1'.
- 12** points to the 'Bill To' checkbox, which is checked.
- 13** points to the '*Effective Date' field, showing '10/22/2018'.
- 14** points to the '*Status' dropdown menu, showing 'Active'.
- 15** points to the 'Country' dropdown menu, showing 'USA'.
- 16** points to the 'Address 1' field, showing '11 Lincoln St'.
- 17** points to the 'Address 2' field, which is empty.
- 18** points to the 'City' field, showing 'Essex Junction'.
- 19** points to the 'State' dropdown menu, showing 'VT'.
- 20** points to the 'Postal' field, showing '05452'.
- 21** points to the 'Postal' field, showing '05452'.

Other visible fields include 'Description' (U.S. Fish and Wildlife Service), 'Tax Code', 'Physical Nature', 'Alternate Name 1', 'Alternate Name 2', 'Language Code' (English), 'Where Performed', and 'In City Limit' (checkbox).

- 11. Location** - The primary location—indicated by a 1—is the address that you use most often when you contact the customer
- 12. Bill To** - Select bill to address. You must also select one address as the primary bill to address. Once you select the bill to box the primary box will display. Select the primary box
- 13. Effective Date** - Defaults with current date accept default
- 14. Status** - Defaults as Active accept default
- 15. Country** - Defaults as USA accept default
- 16. Address 1** - Enter appropriate Bill to address (required field)
- 17. Address 2 & Address 3** - Additional lines
- 18. City** - Enter appropriate data
- 19. County** - Not a required field can be left blank
- 20. State** - Enter appropriate data or select valid value
- 21. Postal** - Enter appropriate zip code

Note: Address is a required field.

Bill To Options page

The screenshot shows the 'Bill To Options' page for a customer. At the top, there are tabs for 'General Info', 'Bill To Options', 'Ship To Options', 'Sold To Options', and 'Miscellaneous General Info'. Below the tabs, the page displays 'SetID STATE', 'Customer ID 1016', and 'Example Customer Name Change'. The 'Customer Bill To Options' section includes fields for '*Effective Date' (11/27/2018), '*Status' (Active), 'Currency Code' (USD), and 'Rate Type' (CRRNT). The 'Responsibilities' section contains fields for 'Credit Analyst' (BGS), 'Collector' (BGS), 'AR Specialist', 'Billing Specialist', 'Bill Inquiry Phone', and 'Billing Authority'. A red circle with the number '22' is placed over the 'Credit Analyst' and 'Collector' fields, with red arrows pointing to them. The 'Billing Options' section includes checkboxes for 'Direct Invoicing', 'Federal Highway File', 'Prompt for Billing Currency', and 'Electronic Invoice', along with a '*Freight Bill Type' dropdown (Shipping) and a 'Bill Type' field. The 'Billing Consolidation Data' section has fields for 'Consolidation Key', 'SetID', and 'Customer ID'. The 'Blanket Purchase Orders' section includes a 'Blanket PO Number' field and 'Start Date' and 'End Date' fields. The 'Order Management Options' section has checkboxes for 'Purchase Order Required' and 'Disable Prices on Receipt'.

22. Credit Analyst and Collector - Credit Analyst and Collector are required fields for bill to customers

All other fields - accept default.

On-Line Pending Item Entry Pages with Descriptions

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Pending Items > Online Group Entry

Navigator Menu navigation: Accounts Receivable > Pending Items > Online Items > Group Entry

Group Control Page

The screenshot shows the 'Group Control' page with the following fields and sections:

- 1** points to the ***Accounting Date** field.
- 2** points to the ***Group Type** field.
- 3** points to the ***Origin ID** field.
- 4** points to the **Control** field in the **Currency** section.
- 5** points to the ***Format** field in the **Currency** section.
- 6** points to the **Control** field in the **Control Totals** section.
- 7** points to the ***Count** field in the **Control Totals** section.
- 8** points to the ***Received** field in the **Control Data** section.
- 9** points to the ***Entered** field in the **Control Data** section.
- 10** points to the **Assign** field in the **Control Data** section.
- 11** points to the **User** field in the **Control Data** section.

Other visible fields include: Group Unit 01110, Group ID NEXT, *Received 11/21/2018, *Entered 11/21/2018, User ETEST, Accounting Entries Not Balanced, Posting Action Do Not Post, Edit Status Edited, Balanced No, Posting Status Not Posted, Save, Notify, Add, Update/Display.

Note: Asterisked fields are required.

1. **Accounting Date** - Defaults with current date. Do not change this date
2. **Group Type** - Select B – Billing
3. **Origin ID** - Select **DRAW** – Federal Draw Downs or **WIRE** for Wire Transfers
4. **Control** - Select or enter **USD**
5. **Format** - Defaults as **USD**, accept default
6. **Control** - Enter total amount
7. **Count** - Enter how many lines (*accounting lines*)
8. **Received** - Defaults with current date, accept default
9. **Entered** - Defaults with current date, accept default
10. **Assign** - Defaults with your UserID, accept default
11. **User** - Defaults with UserID of the last person to change page
12. **Edit Status** - *Edited* indicates that pending items have been edited
13. **Balanced** - Indicates that the system has balanced the online group. If *No*, the pending item group has not yet been processed by the Receivable Update process and the group may not actually be out of balance. (*To determine if a group is “truly” out of balance, click the Balance button on the Group Action page*)
14. **Posting Status** - Indicates whether pending items have been posted. (*Not Posted* indicates that the groups have not yet been processed by the Receivable Update process. After Receivable Update runs, the posting status is either *Errors* or *Complete*)
15. **Accounting Entries** - Indicates whether accounting entries for pending items are *Balanced* or *Not Balanced*
16. **Posting Action** - Displays action on the Group Action page: *Do Not Post* or *Batch Standard*

Pending Item 1 Page

The screenshot shows the 'Pending Item 1' page in a software application. The page is divided into several sections: 'Pending Item Entry', 'Payment Terms', 'Reference Information', and 'Item Creation/Update Details'. Red circles with numbers 17 through 25 are overlaid on the page, with arrows pointing to specific fields. 17 points to the 'Acctg Date' and 'As Of Date' fields. 18 points to the 'Item ID' field. 19 points to the 'Business Unit' field. 20 points to the 'Customer' field. 21 points to the 'Amount' field. 22 points to the 'Currency' field. 23 points to the 'Entry Type' field. 24 points to the 'Reason' field. 25 points to the 'AR Dist' field. The 'Payment Terms' section includes fields for 'Terms', 'Due Date', 'Disc Amt', and 'Disc Date'. The 'Reference Information' section includes fields for 'PO Ref', 'PO Line', 'BOL', 'Order No', 'Document', 'Line Item', 'Contract', 'L/C ID', and 'Case No'. The 'Item Creation/Update Details' section shows 'Created On', 'Last Modified On', 'Created By', and 'Modified By'.

17. Acctg Date and As of Date - Defaults in with the date from the previous page (*Group Control*). Do not change these dates, accept defaults.

18. Item ID - It is recommended that you create a set of sequential tracking numbers for the Item ID field. These should be unique within each customer and business unit.

- When ARUPDATE process runs overnight it checks the Item ID, Line and Customer # for a business unit and if all three are identical to original item posted, you will receive an item duplicate error for that line
- During the Receivable Update process, the Group ID to post is checked to see if accounting entries already exist from a previous transaction with the same Business Unit, Customer, Item ID, and Sequence Number combination. If the system finds that entries do already exist, you are likely to receive a processing error and the transaction will not post to the customer's account.

19. Business Unit - This will default in from the Group Control Page

20. Customer - Enter valid customer # or select from drop down list

21. Amount - Enter dollar amount for that line

22. Currency - USD (*defaults from Group Control Page*)

23. Entry Type - Depends on business unit setup (*options below*)

CR -	Credit Memo
GR -	Grants
RF -	Refund of Expenditure
WR -	Wire
CRGR -	GRREF

24. Reason - Select valid value. (*Selections are determined from the entry type that is chosen*)

25. AR Dist - Defaults (*Determined by the selection of entry type and reason*)

- Accounting entries will default when you create accounting entries from this distribution and if they are not the correct accounting entries you can override the defaults with the correct chartfields

Accounting Entries Page

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | **Accounting Entries** | Group Action

Group Unit 01110 Group ID 4136

Accounting Entries Find | View All First 1 of 2 Last

Item ID FEES102418 Line 1 Entry Type WR Reason WIRE

Bus. Unit 01110 Customer ST012 SubCust1 SubCust2

Amount 500.00 Currency USD

Accounting Entries Complete Display Totals Entry

Distribution Lines Personalize | Find | View All | First 1-2 of 2 Last

ChartFields | Currency Details | Additional Details | Journal Reference Information | Item Creation/Update Details

Line	GL Unit	Ledger Grp	Ledger	*Type	Amount	*Account	Fund	Dept	Program
2	01110	ACTUALS	ACTUALS	User	-500.00	462500	63089	1110002000	
102	01110	ACTUALS	ACTUALS	AR	500.00	110001	63089	1110002000	

Lines 2 DR 500.00 Currency USD CR 500.00 Currency USD Net 0.000

Save | Return to Search | Notify | Add | Update/Display

26

26. Chartfield Information -

- **Account** - Accept default or enter valid value
- **Fund** - Accept default or enter valid value
- **Dept** - Accept default or enter valid value
- **Program** - If required enter valid value
- **Class** - If required enter valid value
- **Project** - If required enter valid value
- **Affiliate** - If required enter valid value

Note: Any changes to the defaulted fields will roll down to the AR row. Mandatory Chartfield's are Account, Fund, and DeptID. Any other Chartfields are department specific requirements.

Group Action Page

The screenshot shows the 'Group Action' page in a software application. At the top, there are tabs: 'Group Control', 'Pending Item 1', 'Pending Item 2', 'Pending Item 3', 'Accounting Entries', and 'Group Action'. Below the tabs, the page displays 'Group Unit 01110' and 'Group ID NEXT'. The 'Entered' date is '11/21/2018' and the 'Status' is 'Do Not Post'. Three red callouts with arrows point to specific areas: callout 27 points to the 'Group Actions' section, callout 28 points to the 'Posting Action' section, and callout 29 points to the 'Accounting Entry Actions' section. The 'Group Actions' section contains 'Balance' and 'Delete Group' buttons. The 'Posting Action' section has an 'Action:' dropdown menu set to 'Do Not Post' and an 'OK' button. The 'Accounting Entry Actions' section contains 'Create Entries' and 'Delete Entries' buttons. At the bottom, there are 'Save' and 'Notify' buttons on the left, and 'Add' and 'Update/Display' buttons on the right.

27. Group Actions -

- **Balance** – this button assures that pending item is in balance. Once selected click on the Group Control page. At the bottom left of page shows the status of the pending item
- **Delete Group** – This button will delete the entire group

28. Posting Action -

- **Do Not Post** - Defaults
- **Batch Standard** - Select batch standard, then Click OK, this changes the status of the group from Do Not Post to Batch Standard. ARUPDATE batch process that runs overnight will only pick up groups that have a status of Batch Standard

29. Accounting Entry Actions -

- **Create Entries** - Generates accounting entries online for entire group (lines/rows) instead of creating accounting entries one line/row at a time
- **Delete Entries** - Deletes all accounting entries within the group

Online Pending Item Entry Pages with Descriptions is Complete

Payment Worksheet and Descriptions

Payment Worksheet Selection

The screenshot shows the 'Payment Worksheet Selection' interface. At the top, it displays 'Deposit Unit 01110', 'Deposit ID EXAMPLE1', 'Deposit Status None Applied', 'Payment ID EXAMPLE1', 'Payment Amount 150.00 USD', and 'Payment Status Identified'. There is also a 'Payment Predictor' checkbox.

The 'Customer Criteria' section includes a 'Customer Reference' table with fields for 'Customer ID' (ST002), 'Name' (Dept of Information & Innovation), 'Remit SetID' (01110), 'Corporate SetID' (01110), and 'MICR ID'. A red circle with the number '1' points to the 'Customer ID' field. To the right, there are fields for 'Business Unit' (01110), 'Remit From ID' (ST002), 'Corporate ID' (ST002), and 'Link MICR'. A red circle with the number '2' points to the 'Business Unit' field.

The 'Reference Criteria' section includes a 'Reference Criteria' dropdown (set to 'None'), 'Restrict to' (All Customers), 'Match Rule' (Exact Match), and links for 'Detail Reference' and 'Item Status'.

The 'Item Reference' section has a table with columns 'Qual Code', 'Reference', and 'To Reference'.

The 'Item Inclusion Options' section has radio buttons for 'All Items', 'Deduction Items Only', and 'Items in Dispute Only', and checkboxes for 'Exclude Collection Items', 'Exclude Deduction Items', and 'Exclude Dispute Items'. There is also a link for 'Advanced Inclusion Options'.

The 'Worksheet Action' section has 'Build' and 'Clear' buttons. A red circle with the number '4' points to the 'Build' button. Below this, there are tabs for 'Worksheet Selection', 'Worksheet Application', and 'Worksheet Action'. A red circle with the number '3' points to the 'Refresh' button in the 'Worksheet Application' tab.

At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', and 'Refresh'.

Below are the fields required when processing a payment worksheet for Federal Draw:

1. **Customer ID** - Verify customer. Accept default if correct
2. **Business Unit** - Verify business unit. Accept default if correct
3. **Refresh Button** - Clicking the refresh button will populate the name of the Customer
4. **Build Button** - Clicking this button will create your worksheet and bring you to the **Worksheet Application** page

Payment Worksheet Application

Payment Worksheet Application

Deposit Unit 01110 Deposit ID EXA Payment ID EXAMPLE1 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 12/12/2018

Item Action

Entry Type **Pay An Item** Reason Choice **Select Range of Items** Range Go

Item Display Control

Display **All Items** Go

Row Selection

Sort All By **Item** Go

Item List

Personalize | Find | View All | | First 1-3 of 3 Last

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID	Tax Status	
	1	<input checked="" type="checkbox"/>	50.00 USD		FEES112618		1 01110	ST012	PY		<input type="checkbox"/>			Not Applicable	
	2	<input type="checkbox"/>	1,450.00 USD		FEES112618		1 01110	ST012			<input type="checkbox"/>			Not Applicable	
		<input type="checkbox"/>	2,179.00 USD		FY1901110_ST012		01110	ST012			<input type="checkbox"/>			Not Applicable	

Balance

Amount	50.00	Remaining	0.00	Unearned	0.00
Selected	50.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Previous in List Next in List Refresh

Item Action Section

5. Entry Type - Populates as **Pay An Item**. Accept default

Item List Section - This portion of the page under the **Detail 1** tab displays all open items on customer account.

6. Sel Column - Select checkbox for item(s) that payment is to be applied

7. Pay Amt - The amount is based on what was entered on the pending item 1 page of the pending group. Accept default amount unless payment is a partial payment. If payment is a partial payment, change the amount of the item to the amount of payment. When you tab out of the field a new line is added representing the balance for that item

Payment Worksheet Action

The screenshot shows the 'Payment Worksheet Action' form. At the top, there are fields for 'Deposit Unit' (01110), 'Deposit ID' (EXAMPLE1), and 'Payment ID' (EXAMPLE1). Below these are 'Entered Date' (11/20/2018) and 'Status' (Do Not Post). The form is divided into three main sections, each highlighted with a red box and a numbered callout: 8 points to the 'Worksheet Action' section containing 'Delete Worksheet' and 'Delete Payment Group' buttons; 9 points to the 'Posting Action' section containing an 'Action' dropdown menu (set to 'Do Not Post') and an 'OK' button; 10 points to the 'Accounting Entry Action' section containing a 'Create/Review Entries' button. At the bottom, there are tabs for 'Worksheet Selection', 'Worksheet Application', and 'Worksheet Action', and a row of buttons: 'Save', 'Return to Search', 'Previous in List', 'Next in List', and 'Notify'.

8. Group Actions -

- **Balance** – this button assures that pending item is in balance. Once selected click on the Group Control page. At the bottom left of page shows the status of the pending item
- **Delete Group** – This button will delete the entire group

9. Posting Action -

- **Do Not Post** - Defaults
- **Batch Standard** - Select batch standard, then Click OK, this changes the status of the group from Do Not Post to Batch Standard. ARUPDATE batch process that runs overnight will only pick up groups that have a status of Batch Standard

10. Accounting Entry Actions -

- **Create Entries** - Generates accounting entries online for entire group (lines/rows) instead of creating accounting entries one line/row at a time
- **Delete Entries** - Deletes all accounting entries within the group

Payment Worksheet and Descriptions is Complete

Drop Down Selections for On-Line Pending Items

Group Type:	B – Billing
Origin ID:	DRAW – Federal Draw Downs ON_AR – Miscellaneous Online Receivables REFND – Refund of Expenditure WIRE – Wire Transfers
Control Currency:	USD – US Dollar
Entry Types/Reasons:	CR – Credit Memo - CRED CRGR – Grants Credit Memo - GRREF GR – Grants - FEDGR RF – Refund of Expenditure - MUNI – OTHER – SCHL WR – Wire - WIRE
AR Dist:	AR-CR – Credit Memo GR-AR – Federal Grant GRNT – Grants Draw RF-AR – Refund of Expenditure (Major) WR-AR – Wire

Entry Types and Entry Reasons:

- An Entry Type categorizes the pending items that create, or update posted items within the system. The Receivable Update program uses the pending items you supply to create or update items and to maintain customer balances. Examples of entry types are debit memos, credit memos, payments, prepayments and, on account payments. When a pending item enters the system, the Entry Type field defines what kind of pending item it is. An Entry Type can be qualified by an Entry Reason, which is a means of further categorizing your pending items
- Account payments or deductions are created behind the scenes as the result of commands performed during online processing. When you apply a payment, for example, the system generates several different kinds of pending items for you, each with their own entry type

Distribution Codes:

- Distribution codes simplify the process of generating accounting entries by defining a valid combination of ChartField values. The Entry Type and Reason you use determines your accounting distribution. Each entry type and reason are set up with an account number and fund related to the situation. Ex: Federal Grant GR/FEDGR defaults the AR Dist code of GR-AR and this drives the accounting information that defaults when you create the accounting entries. In this example the accounting entries that default are Account # 430000 and Fund # 22005

Enter a New Customer

Possible situations when this function is used: To create a Customer for both Billing and Accounts Receivable to allow the processing of receivables for that customer. There are several ways to set up customers in VISION. Some departments use prefixes with auto numbering. If your department uses a certain prefix, you need to enter the prefix in the Customer ID field on the Add a New Value page and the system will assign the next auto number for that prefix. Departments entering customers for Federal draws are using only auto numbering the Customer ID will be assigned once a customer is entered and saved Ex: 1001 etc.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Customer Accounts > General Information

Navigator Menu navigation: Customers > Customer Information > General Information

The General Information page displays, click on the Add a New Value tab:



The screenshot shows the 'General Information' page with a tab labeled 'Add a New Value'. In the top right corner, there is a button labeled 'Find an Existing Value'. Below this, there are two input fields: '*SetID' with the value '01110' and '*Customer ID' with the value 'ST100'. Both fields have a magnifying glass icon to their right. Below the input fields is a red-bordered button labeled 'Add'.

1. **SetID** - Defaults with STATE, **do not use STATE**, use your **Business Unit** except for BGS and DOC
2. **Customer ID** - Enter New Customer ID. **Do not use NEXT**
3. Click **Add**

The **Customer General Info** page displays:

The screenshot shows the 'Customer General Info' page for SetID 01110 and Customer ID ST100. The page is divided into several sections: General Info, Roles, Federal Attributes, Support Teams, and Address Locations. Red boxes highlight the following fields:

- Name 1:** Vision 9.2 Upgrade
- Currency Code:** USD
- Rate Type:** CRRNT
- Support Teams:** FM (selected as default)

Other visible fields include: *Status (Active), *Date Added (10/12/2018), *Since (10/12/2018), Level (Regular), *Type (User 1), *Short Name (VISION), *Bill To Customer (checked), *Correspondence Customer (checked), *Remit From Customer (checked), *Corporate Customer (checked), *Consolidation Customer (unchecked), *Indirect Customer (unchecked), *Federal Customer (unchecked), *Appropriation Symbol Not Required for Reimbursable Agreements (unchecked), *Trading Partner Code, *Disbursing Office, *Location (1), *Description, *Bill To (checked), *Ship To (unchecked), *Sold To (unchecked), *Primary (checked), *Broker (unchecked), *Indirect (unchecked), *Correspondence Address (unchecked), *RFID Enabled (unchecked), *VAT Default, and *VAT Service Treatment Setup.

4. **Name 1 (Customer Name)** - Enter customer name
5. **Short Name** - Will default in after Save
6. **Corporate Customer** - Defaults as checked, accept default
7. **Bill To Customer** - Check box (Correspondence Customer, and Remit From Customer will automatically select)
8. **Currency Code** - Enter **USD**
9. **Rate Type** - Set to **CRRNT**
10. **Support Teams** - Add Team Code by clicking on the Magnifying Glass for selection. One team must be selected by clicking the default checkbox

Scroll to the bottom of the General Info page to Address Locations

Address Locations Find | View All First 1 of 1 Last

*Location 1

Description 109 State Street

☒ Bill To ☒ Primary

☐ Ship To ☐ Primary

☐ Sold To ☐ Primary

☐ Broker ☐ Primary

☐ Indirect ☐ Primary

☐ Correspondence Address

☐ RFID Enabled VAT Default VAT Service Treatment Setup

Address Details Find | View All First 1 of 1 Last

*Effective Date 10/11/2018

Tax Code

Physical Nature

Alternate Name 1

*Status Active

Language Code English

Where Performed

Alternate Name 2

Country USA United States

Address 1 Finance and Management

Address 2 109 State Street

Address 3

City Montpelier ☐ In City Limit

County

Postal 05609-0401

State VT

View Phone Information

General Info Links

Save Notify Refresh Add Update/Display Include History Correct History

Note: The full address is required.

11. **Location** - Leave default of 1
12. **Description** - Enter appropriate location description (not mandatory)
13. **Bill To** - Select Bill To box
14. **Ship To** - Primarily used by department of BGS
15. **Sold To** - Primarily used by department of BGS
16. **Primary** - Select Primary box
17. **Effective Date** - Leave as default, Current Date
18. **Status** - Leave as default, Active
19. **Country** - Leave as default USA or click on magnifying glass and choose a valid value
20. **Address 1** - Enter appropriate Customer Street Address
21. **Address 2** - Enter appropriate data if applicable
22. **Address 3** - Enter appropriate data if applicable
23. **City, State, Postal** - Enter appropriate city, state, and zip for the Customer
24. **County** - Leave Blank
25. Click on the **Bill To Options** tab at the top of the page

The **Bill To Options** page displays:

26. Effective Date - Accept Current Date default

27. Status - Accept Active default

28. Credit Analyst - Enter appropriate credit analyst or click on the magnifying glass for selection

29. Collector - Enter appropriate collector or click on the magnifying glass for selection

30. Click **Save** at the bottom of the page

Customer Add is Complete

Maintain/Update Customer Name and/or Address

Possible situations when this function is used: An error was made, or a Customer has a name and/or address change, so the Customer information needs to be updated.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Customer Accounts > General Information

Navigator Menu navigation: Customers > Customer Information > General Information

The **General Information** page displays:

The screenshot shows the 'General Information' page. At the top left is the title 'General Information'. To the right is a button '+ Add a New Value'. Below the title is a section 'Find an Existing Value' with a sub-section 'Search Criteria'. A instruction reads: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are two search history sections: 'Recent Searches' and 'Saved Searches', each with a dropdown menu and an edit icon. The main search area contains several fields: '*SetID' with a dropdown set to '=', a text box with '01110', and a magnifying glass icon; 'Customer ID' with a 'begins with' dropdown and a text box with 'ST100' and a magnifying glass icon; 'Name 1' with a 'begins with' dropdown and an empty text box; 'Name 2' with a 'begins with' dropdown and an empty text box; 'Telephone' with a 'begins with' dropdown and an empty text box; 'City' with a 'begins with' dropdown and an empty text box; 'State' with a 'begins with' dropdown and an empty text box; and 'Postal Code' with a 'begins with' dropdown and an empty text box. Below these fields is a link 'Show fewer options'. At the bottom are three checkboxes: 'Case Sensitive', 'Include History', and 'Correct History'. The 'Search' button is highlighted with a red rectangle, and there is a 'Clear' button next to it.

1. **SetID** - Leave as default **or** enter the appropriate business unit
2. **Customer ID** - Enter appropriate Customer ID
3. Click **Search**

Note: Depending on the maintenance to the customer, you may be required to use *Correct History*. Only those who will be entering and maintaining customers should have access to *Correct History*.

The **General Information** page displays:

The screenshot shows the 'General Information' page for a customer. The page is divided into several sections:

- General Info:** Contains fields for SetID (01110), Customer ID (ST100), Status (Active), Level (Regular), Date Added (10/12/2018), Since (10/12/2018), Name 1 (Vision 9.2 Upgrade), Name 2, Type (User 1), Short Name (VISION), Currency Code (USD), and Rate Type (CRRNT).
- Roles:** Contains checkboxes for Bill To Customer, Ship To Customer, Sold To Customer, Broker Customer, Indirect Customer, Correspondence Customer, Remit From Customer, Corporate Customer, and Consolidation Customer.
- Federal Attributes:** Contains checkboxes for Federal Customer and Appropriation Symbol Not Required for Reimbursable Agreements, along with fields for Trading Partner Code and Disbursing Office.
- Support Teams:** Contains a table with columns for Team Code, Default, and Description. The table shows one team with code 'FM' and description 'FM'.
- Address Locations:** Contains fields for Location, Description, and checkboxes for Bill To, Ship To, Sold To, Primary, Broker, Indirect, and Correspondence Address.
- Address Details:** Contains fields for Effective Date, Tax Code, Physical Nature, Alternate Name 1, Alternate Name 2, Status, Language Code, Where Performed, Country, Address 1, Address 2, Address 3, City, County, State, In City Limit, and Postal.

The 'Name 1' field is highlighted with a red box. The 'Save' button at the bottom is also highlighted with a red box.

Note: Changing certain fields within the customer pages require you to use **Correct History**. If you tried changing one of those fields without selecting or clicking on the **Correct History** button you will receive the following error message: **Cannot change current or history records unless in Correction mode.**

4. **Name 1** (New/Corrected Name 1) - Delete original name and enter New Name. Original Name will drop to a Former Name 1 field
5. Click **Save**

The Customer Name (Name 1) has been updated:

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 01110 Customer ID ST100 General Info Links

*Status Active Level Regular
 *Date Added 10/12/2018 *Since 10/12/2018
 *Type User 1
 *Short Name VISION
 *Name 1 VISION 9.2 System Upgrade
 Name 2
 Currency Code USD Rate Type CRRNT

Roles

<input checked="" type="checkbox"/> Bill To Customer Bill To Selection	<input checked="" type="checkbox"/> Correspondence Customer Correspondence Selection
<input type="checkbox"/> Ship To Customer Ship To Selection	<input checked="" type="checkbox"/> Remit From Customer Remit From Selection
<input type="checkbox"/> Sold To Customer Sold To Selection	<input checked="" type="checkbox"/> Corporate Customer Corporate Selection
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer
<input type="checkbox"/> Indirect Customer	

Consolidation Business Unit

Address Locations Find | View All First 1 of 1 Last

*Location 1 Description
☒ Bill To ☒ Primary ☐ Broker ☐ Primary
☐ Ship To ☐ Primary ☐ Indirect ☐ Primary
☐ Sold To ☐ Primary ☐ Correspondence Address

☐ RFID Enabled VAT Default VAT Service Treatment Setup

Address Details Find | View All First 1 of 1 Last

*Effective Date 10/12/2018 *Status Active
 Tax Code Language Code English
 Physical Nature Where Performed
 Alternate Name 1 Alternate Name 2

Country USA United States
 Address 1 Finance and Management
 Address 2 109 State Street View Phone Information
 Address 3
 City Montpelier ☐ In City Limit
 County Postal 05609-0401
 State VT Vermont

General Info Links

Save Return to Search Notify Refresh Add Update/Display Include History Correct History

General Info | Bill To Options | Ship To Options | Sold To Options | **Miscellaneous General Info**

- To View Name 2, Name 3 and Former Name fields click on the **Miscellaneous General Info** link at the bottom of the **General Information** page

The **Miscellaneous General Info** page displays:

General Info	Bill To Options	Ship To Options	Sold To Options	Miscellaneous General Info	VT Personal
------------------------------	---------------------------------	---------------------------------	---------------------------------	---	-----------------------------

SetID 01110 Customer ID ST100 VISION 9.2 System Upgrade

Miscellaneous General Info

*Name 1 VISION 9.2 System Upgrade

Name 2

Name 3

Former Name 1 Vision 9.2 Upgrade

Tax ID

Supplier SetID

Supplier ID

Supplier Information

Workflow User

Customer Web Site

Go To Website URL

Stock Symbol

Go To Stock Symbol

Sub Customer Information

☐ SubCustomer

SubCustomer 1

SubCustomer 2

Last Maintained 01/07/2019 Last Maintained By User ID KJAQUISH

General Info

General Info Links ...More

Save

Return to Search

Notify

Refresh

Add

Update/Display

Include History

Correct History

[General Info](#) | [Bill To Options](#) | [Ship To Options](#) | [Sold To Options](#) | [Miscellaneous General Info](#) | [VT Personal](#)

7. Click on the **General Info** link

The General Info age displays:

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 01110 Customer ID ST100 General Info Links

*Status Active Level Regular

*Date Added 10/12/2018 *Since 10/12/2018 *Type User 1

*Name 1 VISION System Upgrade 9.2 *Short Name VISION

Name 2

Currency Code USD Rate Type CRRNT

Roles

☒ Bill To Customer
Bill To Selection

☐ Ship To Customer
Ship To Selection

☐ Sold To Customer
Sold To Selection

☐ Broker Customer

☐ Indirect Customer

☒ Correspondence Customer
Correspondence Selection

☒ Remit From Customer
Remit From Selection

☒ Corporate Customer
Corporate Selection

☐ Consolidation Customer

Consolidation Business Unit

Federal Attributes

☐ Federal Customer Trading Partner Code Disbursing Office

☐ Appropriation Symbol Not Required for Reimbursable Agreements

Support Teams Personalize | Find | View All | First 1 of 1 Last

Team Code	Default	Description
FM	<input checked="" type="checkbox"/>	FM

Address Locations Find | View All | First 1 of 1 Last

*Location 1

Description

☒ Bill To ☒ Primary ☐ Broker ☐ Primary

☐ Ship To ☐ Primary ☐ Indirect ☐ Primary

☐ Sold To ☐ Primary ☐ Correspondence Address

☐ RFID Enabled VAT Default VAT Service Treatment Setup

Scroll down the General Info page for Address Locations and Address Details:

Address Locations Find | View All | First 1 of 1 Last

*Location 1

Description

☒ Bill To ☒ Primary ☐ Broker ☐ Primary

☐ Ship To ☐ Primary ☐ Indirect ☐ Primary

☐ Sold To ☐ Primary ☐ Correspondence Address

☐ RFID Enabled VAT Default VAT Service Treatment Setup

Address Details Find | View All | First 1 of 1 Last

*Effective Date 10/12/2018 *Status Active

Tax Code Language Code English

Physical Nature Where Performed

Alternate Name 1 Alternate Name 2

Country USA United States

Address 1 Finance and Management

Address 2 109 State Street View Phone Information

Address 3

City Montpelier ☐ In City Limit

County Postal 05609-0401

State VT Vermont

General Info Links

Save Return to Search Notify Refresh Add Update/Display Include History Correct History

Add a new effective dated row in the **Address Details** section by clicking on the **+** icon button:

The screenshot shows a web application interface with two main sections: **Address Locations** and **Address Details**.

Address Locations section includes:

- *Location: 1
- Description:
- ☒ Bill To
- ☐ Ship To
- ☐ Sold To
- ☒ Primary
- ☐ Primary
- ☐ Primary
- ☐ Broker
- ☐ Indirect
- ☐ Correspondence Address
- ☐ Primary
- ☐ Primary
- ☐ RFID Enabled
- VAT Default
- VAT Service Treatment Setup

Address Details section includes:

- *Effective Date: 10/12/2018
- Tax Code:
- Physical Nature:
- Alternate Name 1:
- *Status: Active
- Language Code: English
- Where Performed:
- Alternate Name 2:
- Country: USA United States
- Address 1: Finance and Management
- Address 2: 109 State Street
- Address 3:
- City: Montpelier
- County:
- State: VT Vermont
- ☐ In City Limit
- Postal: 05609-0401
- View Phone Information

At the bottom of the Address Details section, there is a red box highlighting a **+** icon button, which is used to add a new effective dated row.

General Info Links: Save, Return to Search, Notify, Refresh, Add, Update/Display, Include History, Correct History

A new row is created with a new effective date (current date). The original address populates in the new effective dated row.

Note: The new effective dated row must be a different date than the current effective dated row.

8. Make the appropriate change to the Address
9. Click **Save** - the Address is updated

The page is refreshed with the new customer address:

Federal Attributes

☐ Federal Customer Trading Partner Code Disbursing Office

☐ Appropriation Symbol Not Required for Reimbursable Agreements

Support Teams [Personalize](#) | [Find](#) | [View All](#) | | First 1 of 1 Last

Team Code	Default	Description
FM <input type="text"/>	<input checked="" type="checkbox"/>	FM

Address Locations [Find](#) | [View All](#) First 1 of 1 Last

*Location ☒ Bill To ☒ Primary ☐ Broker ☐ Primary
☐ Ship To ☐ Primary ☐ Indirect ☐ Primary
☐ Sold To ☐ Primary ☐ Correspondence Address

☐ RFID Enabled [VAT Default](#) [VAT Service Treatment Setup](#)

Address Details [Find](#) | [View All](#) First 1 of 2 Last

Address Details

*Effective Date *Status

Tax Code Language Code

Physical Nature

Where Performed

Alternate Name 1 Alternate Name 2

Country

Address 1

Address 2

Address 3

City ☐ In City Limit [View Phone Information](#)

County

Postal

State

[General Info Links](#)

[Save](#) [Return to Search](#) [Notify](#) [Refresh](#) [Add](#) [Update/Display](#) [Include History](#) [Correct History](#)

[General Info](#) | [Bill To Options](#) | [Ship To Options](#) | [Sold To Options](#) | [Miscellaneous General Info](#)

10. Click the **View All** link

The page is displayed with both effective dated rows:

Address Details Find | View 1 First 1-2 of 2 Last

Address Details

*Effective Date 10/15/2018 *Status Active

Tax Code Language Code English

Physical Nature Where Performed

Alternate Name 1 Alternate Name 2

Country USA United States

Address 1 Finance and Management

Address 2 109 State Street View Phone Information

Address 3 4th Floor

City Montpelier ☐ In City Limit

County Postal 05609-0401

State VT Vermont

Address Details

*Effective Date 10/12/2018 *Status Active

Tax Code Language Code English

Physical Nature Where Performed

Alternate Name 1 Alternate Name 2

Country USA United States

Address 1 Finance and Management

Address 2 109 State Street View Phone Information

Address 3

City Montpelier ☐ In City Limit

County Postal 05609-0401

State VT Vermont

General Info Links

Save Return to Search Notify Refresh Add Update/Display Include History Correct History

Maintaining Customer is Complete

Inquire on Customer Information, Name/Address

Possible situations when this function is used: It may be necessary to inquire on an existing customer's information to confirm a name or address.

WorkCenter navigation: Receivables WorkCenter > Links Pagelet > Customer Accounts > General Information

Navigator Menu navigation: Customers > Customer Information > General Information

The **General Information** page displays. You can search for a customer in many ways as you can see by the number of fields that are displayed. In this example we know the customer number. Enter valid value in the following fields:

General Information

[Find an Existing Value](#) [+ Add a New Value](#)

Search Criteria
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches [Choose from recent searches](#) [Saved Searches](#) [Choose from saved searches](#)

*SetID [=](#) [Search](#)

Customer ID [begins with](#) [Search](#)

Name 1 [begins with](#)

Name 2 [begins with](#)

Telephone [begins with](#)

City [begins with](#)

State [begins with](#)

Postal Code [begins with](#)

[Show fewer options](#)

☐ Case Sensitive ☐ Include History ☐ Correct History

[Search](#) [Clear](#)

1. **SetID** - Enter appropriate SetID (STATE, DOC, BGS or BU)
2. **Customer ID** - Enter valid value
3. Click [Search](#)

The **Customer Component** page displays on the **General Info** tab. Review page to confirm customer information is correct. If customer's name has changed, refer to Maintain Customer Name and or Address to make corrections:

General Info | [Bill To Options](#) | [Ship To Options](#) | [Sold To Options](#) | [Miscellaneous General Info](#)

SetID 01110 Customer ID ST100 [General Info Links](#)

*Status Level
 *Date Added *Since
 *Name 1 *Type
 Name 2
 *Short Name
 Currency Code Rate Type

Roles

<input checked="" type="checkbox"/> Bill To Customer Bill To Selection	<input checked="" type="checkbox"/> Correspondence Customer Correspondence Selection
<input type="checkbox"/> Ship To Customer Ship To Selection	<input checked="" type="checkbox"/> Remit From Customer Remit From Selection
<input type="checkbox"/> Sold To Customer Sold To Selection	<input checked="" type="checkbox"/> Corporate Customer Corporate Selection
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer
<input type="checkbox"/> Indirect Customer	

Consolidation Business Unit

Scroll down to the Address Locations section, the current address is displayed:

Address Locations [Find](#) | [View All](#) First 1 of 1 Last

*Location <input type="text" value="1"/>	<input checked="" type="checkbox"/> Bill To	<input checked="" type="checkbox"/> Primary	<input type="checkbox"/> Broker	<input type="checkbox"/> Primary
Description <input type="text"/>	<input type="checkbox"/> Ship To	<input type="checkbox"/> Primary	<input type="checkbox"/> Indirect	<input type="checkbox"/> Primary
	<input type="checkbox"/> Sold To	<input type="checkbox"/> Primary	<input type="checkbox"/> Correspondence Address	

☐ RFID Enabled [VAT Default](#) [VAT Service Treatment Setup](#)

Address Details [Find](#) | [View All](#) First 1 of 1 Last

*Effective Date <input type="text" value="10/15/2018"/>	*Status <input type="text" value="Active"/>
Tax Code <input type="text"/>	Language Code <input type="text" value="English"/>
Physical Nature <input type="text"/>	Where Performed <input type="text"/>
Alternate Name 1 <input type="text"/>	Alternate Name 2 <input type="text"/>

Country United States

Address 1

Address 2

Address 3

City ☐ In City Limit

County

State Vermont

Postal

[View Phone Information](#)

Verify that the customer's address is correct. If the address has changed and needs correcting refer to "Maintain Customer Name and or Address" section of the manual.

Inquiring on a Customer is Complete

Enter Online A/R Pending Item

Possible situations when this function is used: To create an accounts receivable item for a customer in the Accounts Receivable module. (Reasons for entering a pending item are: Grants, Federal Draws, Wires, Refund of Expenditures, and to track receivables for internal and external customers from Billing.)

WorkCenter navigation: Receivables WorkCenter > Links Pagelet > Pending Items > Online Group Entry

Navigator Menu navigation: Accounts Receivable > Pending Items > Online Items > Group Entry

The **Group Entry** page displays, click on the **Add a New Value** button:



Your default BU will appear in the Group Unit field.

1. **Group Unit** - Leave as default **or** enter the appropriate Group Unit
2. **Group ID** - Leave as **NEXT** (System will assign the next sequential number)
3. Click **Add**

The **Group Control** page displays:

Group Control Pending Item 1 Pending Item 2 Pending Item 3 Accounting Entries Group Action

Group Unit 01110 Group ID NEXT

*Accounting Date 10/15/2018

*Group Type B Billing

*Origin ID ON_AR ONL_AR

Control Totals

Control	1,000.00	*Count	1
Entered	0.00	Count	1
Difference	1,000.00	Count	-1
Posted	0.00	Count	0

Control Data

*Received	10/15/2018	*Entered	10/15/2018
Posted			
Assign	ETEST	User	ETEST

Group Status

Edit Status	Edited	Accounting Entries	Not Balanced
Balanced	No	Posting Action	Do Not Post
Posting Status	Not Posted		

Save Notify Add Update/Display

4. **Accounting Date** - Enter Current Date
5. **Group Type** - Enter or select type B (Billing)
6. **Origin ID** - Enter or select appropriate Origin ID
 - **DRAW** - Federal Draw Downs
 - **ON_AR** - Misc. Online Receivables
 - **REFND** - Refund of Expenditure
 - **WIRE** - Wire Transfer
7. **Control Currency** - Enter USD
8. **Format Currency** - Accept default of USD
9. **Control** - Enter the appropriate dollar amount (total amount billed)
10. **Count** - Enter the appropriate Control Count (# of lines on pending item)
11. **Received Date** - Leave default of Current Date
12. **Entered Date** - Leave default of Current Date
13. Click on the **Pending Item 1** tab

The Pending Item 1 page displays:

14. **Accounting Date and As of Date** - Accept default (**never change**). Dates default from the Accounting date on the Group Control page
15. **Item ID** - Enter appropriate Item ID (Field is checked for duplicate items through the ARUPDATE Batch process which post the pending item on customers account) (Assign a numbering system to assure duplicates are not entered.) When ARUPDATE process runs overnight it checks the Item ID, Line and Customer number within a business unit and if all three are identical to original item that has posted you will receive an error for that line called Item duplicate error
16. **Line** - Enter appropriate sequential line # (not a required field) Line field is used if the Item ID for each line is the same. ARUPDATE process looks for Item ID, Line and Customer before it considers an item as a duplicate
17. **Customer** - Enter appropriate Customer ID
18. **Amount** - Enter amount associated to Item
19. **Entry Type** - Enter appropriate Entry Type or select valid value
20. **Reason** - Enter appropriate Reason or select valid value
21. **AR Dist** - Defaults in when you select Reason
22. **Copy Line** - This feature is used if you are entering multiple lines with the same Item ID using the line numbering field
23. Click on the **+** to insert a new row
24. Click on the **Group Action** tab when any additional rows have been added

The **Group Action** page displays:

25. Click **Create Entries**

The **Accounting Entries** page displays:

Account, Fund, Dept ID default. Group ID number is assigned. Some chartfields will default. Even though these chartfields default you can manually change the defaults to the appropriate Chartfields. Remember the fields that are mandatory are: Account, Fund and Dept.

26. Account - Leave as default or enter appropriate account

27. Fund - Leave as default or enter appropriate fund

28. Dept - Leave as default or enter appropriate Dept ID

29. Program, Class & Project Grant - Leave as default or enter appropriate Program, Class or Project/ Grant

30. Click **Save**

Chartfield information entered carries to the debit side of the entry.

31. Click the **Group Action** tab

Group Control	Pending Item 1	Pending Item 2	Pending Item 3	Accounting Entries	Group Action
---------------	----------------	----------------	----------------	--------------------	--------------

Group Unit 01110 Group ID 4134

Entered 10/15/2018 Status Do Not Post Cash Drawer Receipt

<p>Group Actions</p> <p>Balance</p> <p>Delete Group</p>	<p>Posting Action</p> <p>Action: Batch Standard OK</p>	<p>Accounting Entry Actions</p> <p>Create Entries</p> <p>Delete Entries</p>
--	--	--

Save Return to Search Previous in List Next in List Notify Add Update/Display

32. Select Batch Standard

33. Click OK

Group Control	Pending Item 1	Pending Item 2	Pending Item 3	Accounting Entries	Group Action
---------------	----------------	----------------	----------------	--------------------	--------------

Group Unit 01110 **Group ID 4134**

Entered 10/15/2018 **Status Batch Standard** Cash Drawer Receipt

<p>Group Actions</p> <p>Balance</p> <p>Delete Group</p>	<p>Posting Action</p> <p>Action: Batch Standard OK</p>	<p>Accounting Entry Actions</p> <p>Create Entries</p> <p>Delete Entries</p>
--	--	--

Save Return to Search Previous in List Next in List Notify Add Update/Display

The **Status** changes from **Do Not Post** to **Batch Standard**. The AR Pending Item group is set to post the next time the AR Update process runs. ARUPDATE is run as a batch process nightly.

34. Record the Group ID number

Entering a Pending Group is Complete

Enter an Online A/R Credit Pending Item

Possible situations when this function is used: Create a Credit to a customer's account for item(s) that may have been overcharged or entered twice. Once Credit pending group has posted you will be required to enter a maintenance worksheet in order to close account for item (invoice). See Maintenance worksheet section of manual for more information.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Pending Items > Online Group Entry

Navigator Menu navigation: Accounts Receivable > Pending Items > Online Items > Group Entry

The **Group Entry** page displays, click on the **Add a New Value** tab:



1. **Group Unit** - Leave as default **or** enter the appropriate Group Unit
2. **Group ID** - Defaults as **NEXT**, accept default – system will assign the next sequential number
3. Click **Add**

The **Group Control** page displays:

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 01110 Group ID NEXT

*Accounting Date 10/15/2018

*Group Type B Billing

*Origin ID ON_AR ONL_AR

Control Totals		
Control	-35.00	*Count 1
Entered	0.00	Count 0
Difference	-35.00	Count 0
Posted	0.00	Count 0

Control Data	
*Received	10/15/2018
*Entered	10/15/2018
Posted	
Assign	ETEST
User	ETEST

Group Status	
Edit Status	Edited
Balanced	No
Posting Status	Not Posted
Accounting Entries	Not Balanced
Posting Action	Do Not Post

Save Notify Add Update/Display

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

4. **Accounting Date** - Enter current date
5. **Group Type** - Enter type B - Billing
6. **Origin ID** - Enter appropriate Origin ID from list of valid values.
7. **Control Currency** - Enter USD
8. **Control Total Amount** - Enter total Credit dollar amount - make sure to add credit sign (-)
9. **Count** - Enter the appropriate Count (# of lines on pending item)
10. **Received Date** and **Entered Date** - Leave default of Current Date
11. Click on the **Pending Item 1** tab

The Pending Item 1 page displays:

12. **Acctg Date** - Defaults from Group control – never change
13. **As of Date** - Defaults from Group control – never change
14. **Item ID** - Enter appropriate Item ID (This field allows up to 30 Alpha/Numeric characters). Make sure the Item ID is unique to avoid a duplicate item error
15. **Line** - Enter appropriate sequential line # (not a mandatory field)
16. **Customer** - Enter appropriate Customer ID (once you tab out of field the customer short name will appear to the right of the page)
17. **Amount** - Enter Credit Amount
18. **Entry Type** - Enter Credit Entry Type: **CR** – Credit Memo; **CRGR** – Grants Credit Memo; **GR** – Grants; **RF** – Refund of Expenditure; **WR** – Wire
19. **Reason** - Enter Credit Reason
20. **AR Dist** - Defaults in when you tab out of Reason field
21. Click the **Group Action** tab

The **Group Action** page displays:

Group Unit 01110 Group ID NEXT

Entered 10/15/2018 Status Do Not Post

Group Actions

Balance

Delete Group

Posting Action

Action: Do Not Post ▼ OK

Accounting Entry Actions

Create Entries

Delete Entries

Save Notify Add Update/Display

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

22. Click on **Create Entries** in the Accounting Entry Actions section of page. This button creates accounting entries for all lines of the pending group and takes you to the Accounting Entries Tab as seen below. If you only have a few lines you can create the accounting entries by clicking on the Accounting Entries tab vs. Group Action tab and for each line you will need to click on the ⚡ icon to create accounting entries.

For this example, the Create Entries button was selected.

The **Accounting Entries** page displays:

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | **Accounting Entries** | Group Action

Group Unit 01110 Group ID 4185

Accounting Entries Find | View All First 1 of 1 Last

Item ID TSAR16A101518 Line Entry Type CR Reason CRED

Bus. Unit 01110 Customer ST018 SubCust1 SubCust2

Amount -35.00 Currency USD

Accounting Entries Complete Display Totals Entry

Distribution Lines Personalize | Find | View All | First 1-2 of 2 Last

Line	GL Unit	Ledger Grp	Ledger	*Type	Amount	*Account	Fund	Dept	Program
2	01110	ACTUALS	ACTUALS	User	35.00	420000	10000	1110000000	
102	01110	ACTUALS	ACTUALS	AR	-35.00	110001	10000		

Lines 2 DR 35.00 Currency USD CR 35.00 Currency USD Net 0.000

Save Return to Search Notify Add Update/Display

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

23. Enter appropriate Chartfield info: What defaults for accounting entries is determined on the Entry Type and Reason that was chosen on the Pending Item1 page. The mandatory fields are **Account, Fund** and **Dept**.

- **Account** - Leave as default or enter appropriate account
- **Fund** - Leave as default or enter appropriate fund
- **Dept** - Leave as default of enter appropriate Department ID (Dept ID)
- **Program** - Enter or select valid value if required
- **Class** - Enter or select valid value if required
- **Project** - Enter or select valid value if required

24. Click **Save**

A new **Group ID** is assigned and chartfield information entered carries to the AR side of the entry.

25. Click the **Group Action** tab

The **Group Action** page displays:

Group Unit 01110 Group ID 4135

Entered 10/15/2018 Status Do Not Post Cash Drawer Receipt

Group Actions

Balance

Delete Group

Accounting Entry Actions

Create Entries

Delete Entries

Action: Batch Priority
Batch Standard
Do Not Post OK

Save Return to Search Previous in List Next in List Notify Add Update/Display

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

26. Select the drop-down arrow for the Action: under the **Posting Action** section of page - Select **Batch Standard**

27. Click **OK**

28. Click **Save**

The **Status** changes from **Do Not Post** to **Batch Standard**. The AR Pending Item group is now set to post. The next time ARUPDATE process runs, which is a nightly batch process, the group will post to the customer's account.

Note: Credit pending item will post to customer's account through the overnight batch process ARUPDATE. Once this happens a maintenance worksheet needs to be entered in order to close the customer's account for that item. Instructions for maintenance worksheet are found under [Create a Maintenance Worksheet](#).

Enter an Online A/R Credit Pending Item is Complete

Delete an Entered Online A/R Pending Item That Has Not Posted

Possible situations when this function is used: When an A/R Pending item for a customer has been entered, but the group has not yet posted to the customer's account, and it is determined that the group is not needed.

NOTE: If an Online A/R Pending Item group has already been posted to the customer's account and needs to be deleted, contact Financial Operations or VISION Finance Support to have the group unposted (unposting can only occur within the current month or first five business days of the new month). The group cannot be deleted but will remain in unposted status. A group number will be assigned when the group is unposted. For A/R groups posted outside this timeframe, contact Financial Operations or VISION Finance Support for proper procedures.

WorkCenter navigation: Receivables WorkCenter > My Work > Pending Item Groups to Post

Navigator Menu navigation: Accounts Receivable > Pending Items > Online Items > Group Entry

The Pending Item Groups to Post page displays:

Pending Item Groups to Post										Refine Filter Criteria
Pending Item Groups to Post										Personalize Find View All First 1-8 of 8 Last
Unit	Group ID	User ID	Assigned	Group Type	Origin ID	Entered Date	Accounting Date	Posting Status	Posting Action	
<input type="checkbox"/> 01100	2785	CTOUCHET	CTOUCHET	Billing	ON_AR	10/02/2018	10/02/2018	Not Posted	Do Not Post	
<input type="checkbox"/> 01100	2787	CTOUCHET	CTOUCHET	Billing	ON_AR	10/02/2018	10/02/2018	Not Posted	Do Not Post	
<input type="checkbox"/> 01110	4185	RSMITH1	RSMITH1	Billing	ON_AR	12/19/2018	10/15/2018	Not Posted	Do Not Post	
<input type="checkbox"/> 01110	4187	KJAQUISH	KJAQUISH	Billing	ON_AR	01/07/2019	01/07/2019	Not Posted	Batch Standard	
<input type="checkbox"/> 01110	4191	KJAQUISH	KJAQUISH	Billing	DRAW	01/09/2019	01/09/2019	Not Posted	Batch Standard	
<input type="checkbox"/> 01110	4192	KJAQUISH	KJAQUISH	Billing	DRAW	01/09/2019	01/09/2019	Not Posted	Batch Standard	
<input type="checkbox"/> 01163	95200	CTOUCHET	CTOUCHET	Billing	PS_BI	11/19/2018	11/19/2018	Not Posted	Do Not Post	
<input type="checkbox"/> 01167	28583	WTUCKER	WTUCKER	Billing	ON_AR	11/18/2018	11/18/2018	Not Posted	Do Not Post	
										Totals by Currency
										Count 8 Amount 795.33 USD

1. Click on the **Group ID** link

The **Group Control** page displays:

Online Pending Item Entry

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit 01110 Group ID 4191 View Audit Logs

*Accounting Date 01/09/2019

*Group Type B Billing

*Origin ID DRAW Fed Draws

Control Totals

Control	1,000.00	*Count	2
Entered	1,000.00	Count	2
Difference	0.00	Count	0
Posted	0.00	Count	0

Control Data

*Received 01/09/2019 *Entered 01/09/2019

Posted

Assign KJAQUISH User KJAQUISH

Group Status

Edit Status Edited

Balanced Yes

Posting Status Not Posted

Accounting Entries Balanced

Posting Action Batch Standard

Save Return to Search Notify Add Update/Display

Posting Action = Batch Standard and Posting Status = Not Posted.

2. Click on the **Group Action** tab

The **Group Action** page displays:

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit 01110 Group ID 4191

Entered 01/09/2019 Status Batch Standard Cash Drawer Receipt

Group Actions

Balance

Delete Group

Posting Action

Action: Batch Standard OK

Accounting Entry Actions

Create Entries

Delete Entries

Save Return to Search Notify Add Update/Display

3. Click **Delete Group**

The following **Message** opens:

Message

Delete this group? (6030,15)

This is a warning message to make sure that you want to delete this group. Press YES to delete the group. Press NO to cancel the delete.

Yes No

4. Click **Yes**

You are returned to the **Group Action** page with the buttons no longer available:

To confirm that the Group has been deleted, do the following:

5. Close the window by clicking on the **X** in the top right corner of the page

The **Pending Item Groups to Post** page displays:

Unit	Group ID	User ID	Assigned	Group Type	Origin ID	Entered Date	Accounting Date	Posting Status	Posting Action
<input type="checkbox"/> 01100	2785	CTOUCHET	CTOUCHET	Billing	ON_AR	10/02/2018	10/02/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01100	2787	CTOUCHET	CTOUCHET	Billing	ON_AR	10/02/2018	10/02/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01110	4185	RSMITH1	RSMITH1	Billing	ON_AR	12/19/2018	10/15/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01110	4187	KJAQUISH	KJAQUISH	Billing	ON_AR	01/07/2019	01/07/2019	Not Posted	Batch Standard
<input type="checkbox"/> 01110	4191	KJAQUISH	KJAQUISH	Billing	DRAW	01/09/2019	01/09/2019	Not Posted	Batch Standard
<input type="checkbox"/> 01110	4192	KJAQUISH	KJAQUISH	Billing	DRAW	01/09/2019	01/09/2019	Not Posted	Batch Standard
<input type="checkbox"/> 01163	95200	CTOUCHET	CTOUCHET	Billing	PS_BI	11/19/2018	11/19/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01167	28583	WTUCKER	WTUCKER	Billing	ON_AR	11/18/2018	11/18/2018	Not Posted	Do Not Post

☒ Select All
 ☐ Deselect All
 Totals by Currency

Actions: (Invalid Value) GO
Count 8 Amount 795.33 USD

6. Click **Refresh**

Unit	Group ID	User ID	Assigned	Group Type	Origin ID	Entered Date	Accounting Date	Posting Status	Posting Action
<input type="checkbox"/> 01100	2785	CTOUCHET	CTOUCHET	Billing	ON_AR	10/02/2018	10/02/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01100	2787	CTOUCHET	CTOUCHET	Billing	ON_AR	10/02/2018	10/02/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01110	4185	RSMITH1	RSMITH1	Billing	ON_AR	12/19/2018	10/15/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01110	4187	KJAQUISH	KJAQUISH	Billing	ON_AR	01/07/2019	01/07/2019	Not Posted	Batch Standard
<input type="checkbox"/> 01110	4192	KJAQUISH	KJAQUISH	Billing	DRAW	01/09/2019	01/09/2019	Not Posted	Batch Standard
<input type="checkbox"/> 01163	95200	CTOUCHET	CTOUCHET	Billing	PS_BI	11/19/2018	11/19/2018	Not Posted	Do Not Post
<input type="checkbox"/> 01167	28583	WTUCKER	WTUCKER	Billing	ON_AR	11/18/2018	11/18/2018	Not Posted	Do Not Post

☒ Select All
 ☐ Deselect All
 Totals by Currency

Actions: (Invalid Value) GO
Count 7 Amount 795.33 USD

Group ID 4191 is no longer available to post as it has been deleted.

Delete Online Pending Item is Complete

Payment Predictor Exercises

Enter Customer Deposit/Worksheet Using Payment Predictor

Possible situations when this function is used: Regular customer deposits are used to apply payments to customer's accounts in the Accounts Receivable module. Payment Predictor automates the process of applying Payments to open Customer Account Items in Accounts Receivable. Payment Predictor is used when there is reference information on the Payment that identifies the appropriate Items that are intended for payment. This eliminates manual creation of Payment Worksheets to apply payments to the Customer Account.

Step 1:

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:



The screenshot shows the 'Regular Deposit' page. At the top left, the title 'Regular Deposit' is displayed. Below it, there is a section with the text 'Add a New Value' in blue. To the right of this text is a button labeled 'Find an Existing Value' with a magnifying glass icon. Below these elements is a large light gray rectangular area containing two input fields. The first field is labeled '*Deposit Unit' and contains the value '01110'. The second field is labeled '*Deposit ID' and contains the value 'EXAMPLE10'. Below these fields is a yellow button labeled 'Add', which is highlighted with a red rectangular border.

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit unit
2. **Deposit ID** - Enter appropriate New Deposit ID
3. Click **Add**

The **Totals** page displays:

The screenshot displays the 'Payments' tab within the 'Totals' section. At the top, it shows 'Unit 01110' and 'Deposit ID EXAMPLE10' with a 'Delete Deposit' button. Below this, a red box highlights the input fields for:

- *Accounting Date: 08/24/2022
- *Bank Code: PEO3 (M&T BANK)
- *Bank Account: 0002 (XXXXXX0493)
- *Deposit Type: C (Cash/Chks)

 To the right of these fields are 'Control Currency' (USD), 'Format Currency' (USD), 'Rate Type' (CRRNT), and 'Exchange Rate' (1.00000000). Below the red box, there are two tables:

Control Totals			
Control Total Amount	633.00	*Count	1
Entered Total Amount	0.00	Count	1
Difference Amount	0.00	Count	-1
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

Control Data	
*Received	08/24/2022
*Entered	08/24/2022
Posted	
Assigned	EHOEFEL
User	EHOEFEL

 At the bottom, there are buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

4. **Accounting Date** - Current date defaults (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected).
8. **Control Currency** - Defaults to USD
9. **Control Total** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit.
11. **Received** - Should equal bank deposit date
12. **Entered** - Current date defaults (field is grayed out)
13. Click on the **Payments** tab

The **Payments** page displays:

Payment Information section:

- 14. **Payment ID** - Enter Payment ID for first payment line
- 15. **Accounting Date** - Defaults in from the totals page
- 16. **Amount** - Enter Amount for first payment line
- 17. **Currency** - Defaults in from the totals page
- 18. **Payment Predictor** - Defaults as checked

Note: This must be filled in if using Payment Predictor Processing Functionality.

- 19. **Journal Directly** - Do not select for customer deposits
- 20. **Payment Method** - Defaults as check, accept default

Customer Information section:

- 21. **Cust ID** - Enter appropriate Customer ID
- 22. **Business Unit** - Enter your billing Business Unit
- 23. Click **Refresh** - the Customer Name, Remit From, Corporate, Customer ID, Remit SetID and Corporate SetID default into the Customer Information section

Reference Information

- 24. **Qual Code** - Defaults as I (Item) – Accept Default
- 25. **Reference** - Enter Invoice ID or Item ID associated with Pending Item

Note: This must be checked off if using Payment Predictor Processing Functionality.

If you need to Insert a New Row, you may by clicking on the + icon at the TOP right of the page

Note: It is important to click the appropriate + to insert a row. This page is divided into three sections and allows rows to be inserted in each section. Payment page would then display with second row. All Payment information and customer information for the new row would need to be entered

- 26. Click **Save**

The deposit should be Balanced (see the upper right corner of the Payments tab)

Totals		Payments	
Unit 01110	Deposit ID EXAMPLE10	Date 08/24/2022	Balance Balanced

27. Click on the **Totals** tab

The **Totals** page displays:

Totals		Payments																															
Unit 01110		Deposit ID EXAMPLE10																															
View Audit Logs		Delete Deposit																															
*Accounting Date 08/24/2022 *Bank Code PEO3 M&T BANK *Bank Account 0002 XXXXX0493 *Deposit Type C Cash/Chks		Control Currency USD Format Currency USD Rate Type CRRNT Exchange Rate 1.00000000																															
Control Totals <table border="1"> <tr> <td>Control Total Amount</td> <td>633.00</td> <td>*Count</td> <td>1</td> </tr> <tr> <td>Entered Total Amount</td> <td>633.00</td> <td>Count</td> <td>1</td> </tr> <tr> <td>Difference Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> <tr> <td>Posted Total Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> <tr> <td>Journalled Total Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> </table>		Control Total Amount	633.00	*Count	1	Entered Total Amount	633.00	Count	1	Difference Amount	0.00	Count	0	Posted Total Amount	0.00	Count	0	Journalled Total Amount	0.00	Count	0	Control Data <table border="1"> <tr> <td>*Received</td> <td>08/24/2022</td> </tr> <tr> <td>*Entered</td> <td>08/24/2022</td> </tr> <tr> <td>Posted</td> <td></td> </tr> <tr> <td>Assigned</td> <td>EHOEFEL</td> </tr> <tr> <td>User</td> <td>EHOEFEL</td> </tr> </table>		*Received	08/24/2022	*Entered	08/24/2022	Posted		Assigned	EHOEFEL	User	EHOEFEL
Control Total Amount	633.00	*Count	1																														
Entered Total Amount	633.00	Count	1																														
Difference Amount	0.00	Count	0																														
Posted Total Amount	0.00	Count	0																														
Journalled Total Amount	0.00	Count	0																														
*Received	08/24/2022																																
*Entered	08/24/2022																																
Posted																																	
Assigned	EHOEFEL																																
User	EHOEFEL																																
Save Return to Search Previous in List Next in List Notify Refresh		Add Update/Display																															

Note: The Control Total Amount, Count, Entered Total Amount and Count should be the same. If there is a difference, review payment lines to find the incorrect dollar amount and correct it.

For more detailed information on how to enter a deposit, refer to the VISION Direct Journal Manual.

Step 1 is Complete

Step 2:

Payment Predictor is a process that creates Payment Worksheets automatically. There are several features of a payment that are important for the process to function properly. Payment Predictor processes payments:


- From a Deposit which has a **Balance Status = Balanced**
- **Payment Predictor** flag is selected

For best results there is reference information that will be used to automatically select items to match to the payments. In the example the **Customer** is identified along with the **Business Unit**.

WorkCenter navigation: Receivables WorkCenter > Links Pagelet > Payments > Request Payment Predictor

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

The **Request Payment Predictor** page displays, click on the **Add a New Value** button:



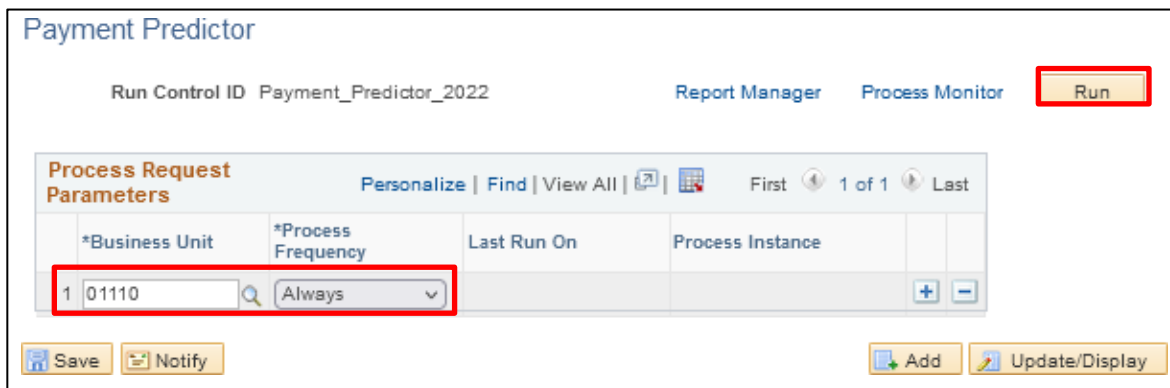
The screenshot shows the 'Request Payment Predictor' form. At the top left is the title 'Request Payment Predictor'. Below it is the 'Add a New Value' button. To the right is a search button labeled 'Find an Existing Value'. Below these is a text input field for '*Run Control ID' with the value 'Payment_Predictor_'. Below the input field is an 'Add' button, which is highlighted with a red rectangle.

Use the Find and Existing Value search if a Run Control is already configured.

28. Run Control ID - Enter a unique Run Control ID

29. Click **Add**

The **Payment Predictor Run Control** page displays:



The screenshot shows the 'Payment Predictor Run Control' page. At the top is the title 'Payment Predictor'. Below it is the 'Run Control ID' field with the value 'Payment_Predictor_2022'. To the right are buttons for 'Report Manager', 'Process Monitor', and 'Run', with the 'Run' button highlighted by a red rectangle. Below this is a 'Process Request Parameters' section with a table. The table has columns: '*Business Unit', '*Process Frequency', 'Last Run On', and 'Process Instance'. The first row has values '1', '01110', 'Always', and an empty field. The '01110' and 'Always' cells are highlighted with a red rectangle. Below the table are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

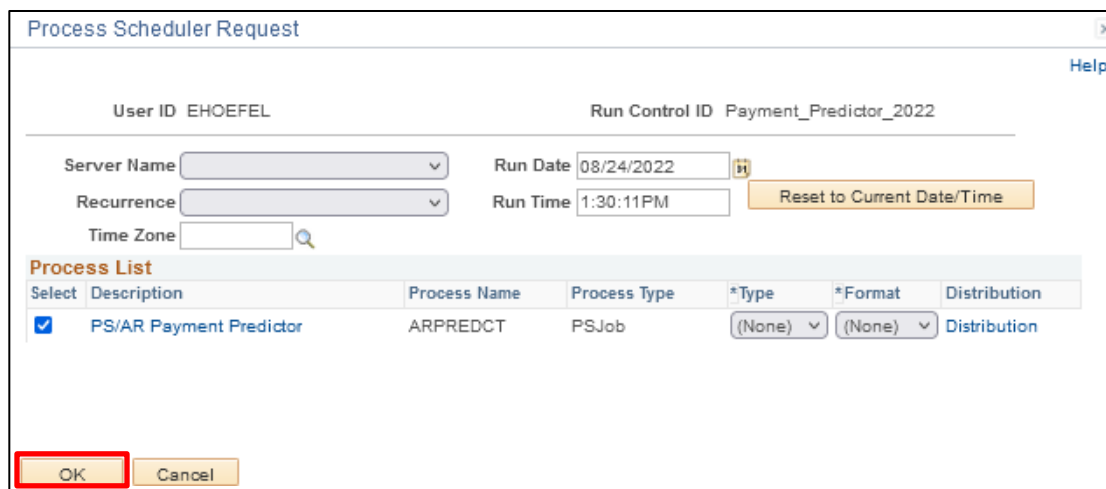
Enter run control parameters to process the selected deposits.

30. Business Unit - Enter Business Unit or select using the **Magnifying Glass**

31. Process Frequency - Select Always

32. Click **Run**

The **Process Scheduler Request** page displays with the PS/AR Payment Predictor process selected.



The screenshot shows the 'Process Scheduler Request' dialog box. At the top is the title 'Process Scheduler Request'. Below it are fields for 'User ID' (EHOEFEL) and 'Run Control ID' (Payment_Predictor_2022). Below these are fields for 'Server Name', 'Run Date' (08/24/2022), 'Recurrence', 'Run Time' (1:30:11PM), and 'Time Zone'. There is a 'Reset to Current Date/Time' button. Below these fields is a 'Process List' table. The table has columns: 'Select', 'Description', 'Process Name', 'Process Type', '*Type', '*Format', and 'Distribution'. The first row has values: [checked], 'PS/AR Payment Predictor', 'ARPREDC', 'PSJob', '(None)', '(None)', and 'Distribution'. Below the table are 'OK' and 'Cancel' buttons, with the 'OK' button highlighted by a red rectangle.

33. Click **OK**

You are returned to the **Payment Predictor** page:

Payment Predictor

Run Control ID: Payment_Predictor_2022 [Report Manager](#) **Process Monitor** [Run](#)

Process Instance: 11776152

Process Request Parameters [Personalize](#) | [Find](#) | [View All](#) | [Print](#) | [Export](#) First 1 of 1 Last

	*Business Unit	*Process Frequency	Last Run On	Process Instance
1	01110	Always		

[Save](#) [Notify](#) [Add](#) [Update/Display](#)

34. Click on the **Process Monitor** link

The **Process Monitor** displays:

Process List **Server List**

View Process Requests

User ID: Type: Last: 30 Days **Refresh** Clear Reset

Server: Name: Instance: Range Run Status: Distribution Status: ☒ Save On Refresh Report Manager

▼ **Process List**

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437040		Payment_Predictor_2022	PSJob	ARPREDCT	EHOEFEL	01/17/2024 1:10:33PM EST	Success	Posted	Details	Actions
<input type="checkbox"/>	12437035		Payment_Predictor_2022	PSJob	ARPREDCT	EHOEFEL	01/17/2024 1:09:50PM EST	Processing	N/A	Details	Actions

35. Click **Refresh** until the ARPREDCT process has a **Run Status** of **Success** and **Distribution Status** of **Posted**

Payment predictor has now created a **Payment Worksheet** set to Batch Standard and is ready to process.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

Enter search criteria to locate payment worksheets created by payment predictor.

36. Deposit Unit - Enter deposit BU

37. Click [Search](#)

The Search Results display a list of payments which are not applied that match the search criteria.

38. Select a payment from the test data by clicking on the [link](#) displayed in the list

The **Payment Worksheet Selection** page displays:

Payment Worksheet Selection

Deposit Unit 01110 Payment ID FY2022_ST040 ☐ Payment Predictor
 Deposit ID EXAMPLE10 Payment Amount 633.00 USD
 Deposit Status None Applied Payment Status Identified

Customer Criteria

Customer Criteria: Customer Items (dropdown)
 Customer Reference: Customer ID ST040, Business Unit 01110
 Name: Enhanced 911 Board
 Remit SetID 01110, Remit From ID ST040
 Corporate SetID 01110, Corporate ID ST040
 MICR ID: (empty), Link MICR

Reference Criteria

Reference Criteria: Specific Value (dropdown)
 Restrict to: All Customers (dropdown)
 Match Rule: Exact Match (dropdown)
 Detail Reference
 Item Status

Item Reference

Qual Code: (empty), Reference: FY2022_ST040, To Reference: (empty)

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only [Advanced Inclusion Options](#)
☐ Exclude Collection Items ☐ Exclude Deduction Items ☐ Exclude Dispute Items

Worksheet Action

Build Clear Created at Items 0

Worksheet Selection Worksheet Application **Worksheet Action**

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

The Customer and invoice information from the Payment has been populated.

39. Click on the **Worksheet Action** link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01110 Deposit ID EXAMPLE10 Payment ID FY1901110_ST040

Entered Date 01/19/2019 Status Batch Standard

Worksheet Action

Delete Worksheet
Delete Payment Group

Posting Action

Action: Batch Standard (dropdown) OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Previous in List Next in List Notify

Note: The Posting Action is set to a value of Batch Standard. This payment has been applied and will post the next time ARUPDATE is run. Any payments that are not exactly matched will create a Payment Worksheet which can be processed in the same manner as described in the Enter Customer Deposit/Worksheet section of the Accounts Receivable training manual.

Enter Customer Deposit/Worksheet Using Payment Predictor is Complete

Enter Customer Deposit - Paying Entire Customer Balance

Possible situations when this function is used: When a customer sends one payment for multiple pending items/invoices. Payment Predictor automates the process of applying payments to open Customer Account Items in Accounts Receivable. This eliminates manual creation of Payment Worksheets to apply payments to the Customer Account.

Step 1:

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:



The screenshot shows the 'Regular Deposit' page. At the top left, the title 'Regular Deposit' is displayed. Below it, there is a blue link 'Add a New Value' and a search button labeled 'Find an Existing Value'. In the center, there is a form with two input fields: '*Deposit Unit' with the value '01106' and '*Deposit ID' with the value 'EXAMPLE11'. Both fields have a magnifying glass icon to their right. Below these fields is a yellow button labeled 'Add', which is highlighted with a red rectangular box.

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit unit
2. **Deposit ID** - Enter appropriate New Deposit ID
3. Click **Add**

The **Totals** page displays:

The screenshot shows the 'Payments' tab selected. At the top, there are tabs for 'Totals' and 'Payments'. Below the tabs, there are fields for 'Unit 01110' and 'Deposit ID EXAMPLE11', along with a 'Delete Deposit' button. The main form area contains several input fields: '*Accounting Date' (08/24/2022), '*Bank Code' (PEOP3), '*Bank Account' (0002), '*Deposit Type' (C), 'Control Currency' (USD), 'Format Currency' (USD), 'Rate Type' (CRRNT), and 'Exchange Rate' (1.00000000). Below these fields are two tables: 'Control Totals' and 'Control Data'. The 'Control Totals' table has a red box around the 'Control Total Amount' (224.50) and '*Count' (1). The 'Control Data' table has fields for '*Received' (08/24/2022), '*Entered' (08/24/2022), 'Posted', 'Assigned' (EHOEFEL), and 'User' (EHOEFEL). At the bottom, there are buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

Control Totals		Control Data	
Control Total Amount	224.50	*Count	1
Entered Total Amount	224.50	Count	1
Difference Amount	0.00	Count	-1
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

4. **Accounting Date** - Current date defaults (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected).
8. **Control Currency** - Defaults to USD
9. **Control Total** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit
11. **Received** - Should equal bank deposit date
12. **Entered** - Current date defaults (field is grayed out)
13. Click on the **Payments** tab

The **Payments** page displays:

The screenshot shows the 'Payments' page with the following details:

- Payment Information:**
 - Payment Seq: 1
 - Amount: 224.50
 - *Payment ID: FY202206
 - *Accounting Date: 08/24/2022
 - Currency: USD
 - Exchange Rate: 1.00000000
 - Rate Type: CRRNT
 - ☒ Payment Predictor
 - ☐ Journal Directly
 - ☐ Range of References
 - Payment Method: Check
 - Attachments (0)
- Customer Information:**
 - Customer ID: BGS8
 - Business Unit: 01106
 - Remit From: BGS8
 - Remit SetID: BGS
 - Name: BGS BARRE MAINTENANCE
 - Corporate: BGS24
 - Corporate SetID: BGS
 - SubCust1:
 - SubCust2:
 - MICR ID:
 - Link MICR:
- Reference Information:**

Qual Code	Reference	To Reference
1		

Buttons at the bottom: Save, Notify, Refresh, Add, Update/Display.

Payment Information section:

14. Payment ID - Enter Payment ID for first payment line

15. Accounting Date - Defaults in from the totals page

16. Amount - Enter Amount for first payment line

17. Currency - Defaults in from the totals page

18. Payment Predictor - Defaults as checked

Note: This must be filled in if using Payment Predictor Processing Functionality.

19. Journal Directly - Do not select for customer deposits

20. Payment Method - Defaults as Check accept default

Customer Information section:

21. Customer ID - Enter appropriate Customer ID

22. Business Unit - Enter your billing Business Unit

23. Click Refresh - The Customer Name, Remit From, Corporate, Customer ID, Remit SetID and Corporate SetID default into the Customer Information section

Reference Information section:

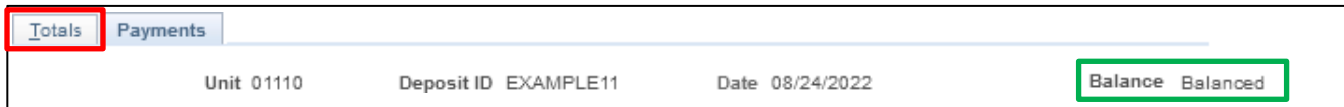
24. Qual Code - Defaults as I (Item) – Accept Default

25. Reference - Leave Blank

Note: In this example payment predictor will automatically apply the dollar amount to the open pending items/invoices if this is not filled in. This saves time by not having to add multiple rows for each open item/invoice.

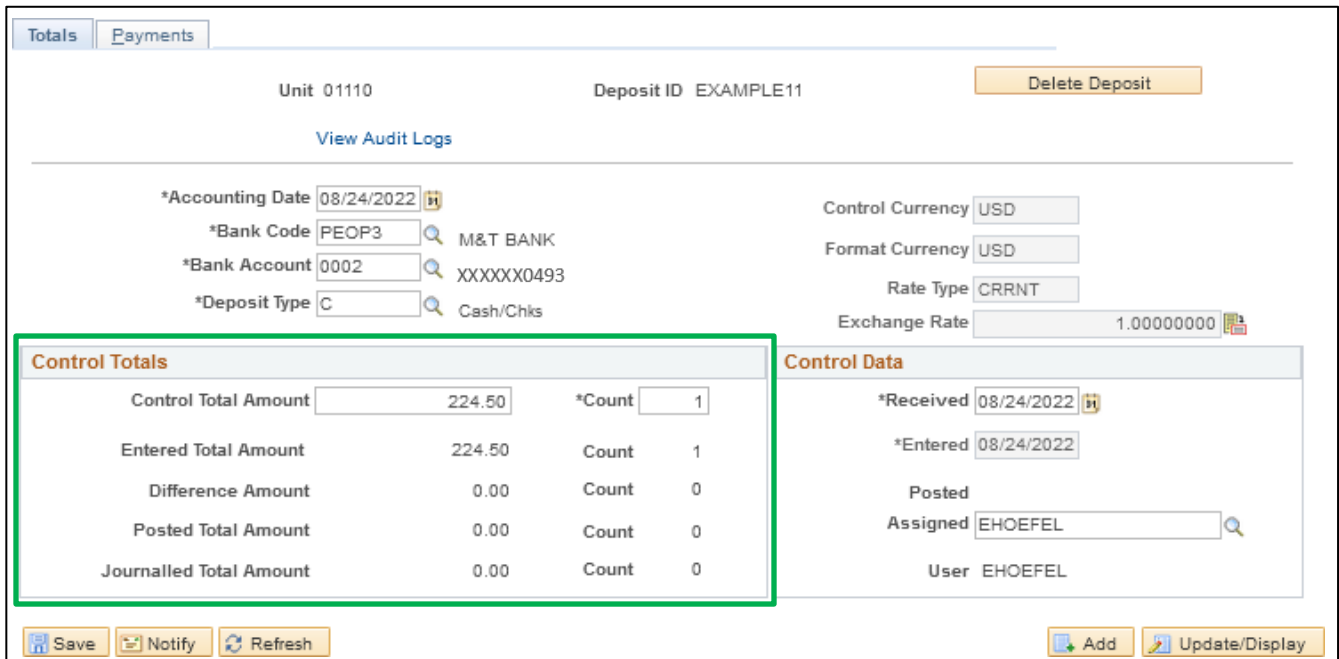
26. Click Save

The deposit should be Balanced (see the upper right corner of the Payments Tab)



27. Click on the **Totals** tab

The **Totals** page is displayed:



Control Totals			
Control Total Amount	224.50	*Count	1
Entered Total Amount	224.50	Count	1
Difference Amount	0.00	Count	0
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

Note: The Control Total Amount, Count, Entered Total Amount and Count should be the same. If there is a difference, review payment lines to find the incorrect dollar amount and correct it.

For more detailed information on how to enter a deposit, refer to the VISION Direct Journal Manual.

Step 1 is complete

Step 2:

Payment Predictor is a process that creates Payment Worksheets automatically. There are several features of a payment that are important for the process to function properly. Payment Predictor processes payments:

- From a Deposit which has a **Balance Status = Balanced**.
- **Payment Predictor** flag is selected

In this example, we are expecting that Payment Predictor will apply the deposit to the open pending items/invoices for the customer as a result of not filling in the Reference field and the deposit is exactly the amount of two open pending items.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Request Payment Predictor

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

The **Request Payment Predictor** page displays, click on the **Add a New Value** button:



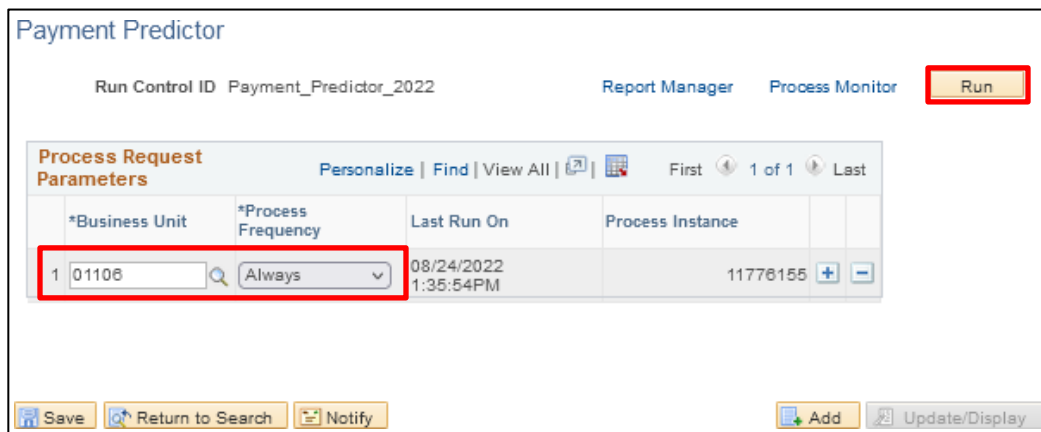
The screenshot shows the 'Request Payment Predictor' form. At the top left is the title 'Request Payment Predictor'. Below it is the 'Add a New Value' button. To the right is a search button labeled 'Find an Existing Value'. Below these is a text input field for '*Run Control ID' with the value 'Payment_Predictor'. Below the input field is an 'Add' button, which is highlighted with a red rectangle.

Use the **Find an Existing Value** search if a Run Control is already configured.

28. Run Control ID - Enter a unique run control ID

29. Click **Add**

The **Payment Predictor Run Control** page displays:



The screenshot shows the 'Payment Predictor' page. At the top is the title 'Payment Predictor'. Below it is the 'Run Control ID' field with the value 'Payment_Predictor_2022'. To the right are buttons for 'Report Manager', 'Process Monitor', and 'Run', with the 'Run' button highlighted by a red rectangle. Below this is a 'Process Request Parameters' section with a table. The table has columns: '*Business Unit', '*Process Frequency', 'Last Run On', and 'Process Instance'. The first row has values: '1', '01106', 'Always', '08/24/2022 1:35:54PM', and '11776155'. The '01106' and 'Always' cells are highlighted with a red rectangle. Below the table are buttons for 'Save', 'Return to Search', 'Notify', 'Add', and 'Update/Display'.

Enter run control parameters to process the selected deposits.

30. Business Unit - Enter Business Unit or use the **Magnifying Glass** to select

31. Process Frequency - Select **Always**

32. Click **Run**

The **Process Scheduler Request** window opens with the PS/AR Payment Predictor process selected:



The screenshot shows the 'Process Scheduler Request' window. At the top is the title 'Process Scheduler Request'. Below it are fields for 'User ID' (EHOEFEL) and 'Run Control ID' (Payment_Predictor_2022). Below these are fields for 'Server Name', 'Recurrence', 'Time Zone', 'Run Date' (08/24/2022), and 'Run Time' (2:25:03PM). There is a 'Reset to Current Date/Time' button. Below these fields is a 'Process List' table. The table has columns: 'Select', 'Description', 'Process Name', 'Process Type', '*Type', '*Format', and 'Distribution'. The first row has values: a checked checkbox, 'PS/AR Payment Predictor', 'ARPREDC', 'PSJob', '(None)', '(None)', and 'Distribution'. Below the table are 'OK' and 'Cancel' buttons, with the 'OK' button highlighted by a red rectangle.

33. Click **OK**

You are returned to the **Payment Predictor Run Control** page:

Payment Predictor

Run Control ID: Payment_Predictor_2022 Report Manager **Process Monitor** Run

Process Instance: 11776157

Process Request Parameters Personalize | Find | View All | First | 1 of 1 | Last

	*Business Unit	*Process Frequency	Last Run On	Process Instance
1	01106	Always	08/24/2022 1:35:54PM	11776155

34. lick on the **Process Monitor** link

The Process Monitor displays:

Process List Server List

View Process Requests

User ID: EHOEFEL Type: Last: 1 Days: Refresh

Server: Name: Instance: Range Clear

Run Status: Distribution Status: ☒ Save On Refresh Report Manager Reset

▼ **Process List**

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437352		Payment_Predictor	PSJob	ARPREDC	EHOEFEL	01/24/2024 9:20:41AM EST	Success	Posted	Details	▼ Actions

35. Click **Refresh** until the ARPREDC process has a **Run Status** of **Success** and **Distribution Status** of **Posted**

Payment Predictor has now created a **Payment Worksheet** set to Batch Standard and is ready to process.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

The screenshot shows the 'Create Payment Worksheet' page. At the top, there is a section titled 'Find an existing payment' with a sub-section 'Search Criteria'. Below this, a message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two search history sections: 'Recent Searches' and 'Saved Searches', both with a dropdown menu to 'Choose from recent searches' and a pencil icon. The main search area contains several criteria: '*Deposit Unit' (dropdown set to '=', text box '01106'), 'Deposit ID' (dropdown set to 'begins with', text box), 'Payment Sequence' (dropdown set to '='), 'Payment ID' (dropdown set to 'begins with', text box 'FY1901106'), 'Payment Status' (dropdown set to '='), 'User ID' (dropdown set to 'begins with', text box), 'Assigned Operator ID' (dropdown set to 'begins with', text box), 'Payment Predictor Method' (dropdown set to 'begins with', text box), and 'Accounting Date' (dropdown set to '=', text box). A link 'Show fewer options' is below the Accounting Date field. There is a 'Case Sensitive' checkbox. At the bottom, there are 'Search' and 'Clear' buttons. A red box highlights the search criteria fields, and another red box highlights the 'Search' button.

Enter search criteria to locate payment worksheets created by payment predictor.

36. Deposit Unit - Enter deposit business unit

37. Click [Search](#)

The **Payment Worksheet Selection** page displays:

Payment Worksheet Selection

Deposit Unit 01106

Payment ID FY1901106

Payment Predictor

Deposit ID EXAMPLE11

Payment Amount 224.50 USD

Deposit Status Partially Applied

Payment Status Applied

Customer Criteria

Customer Reference

Find | View All | First | 1 of 1 | Last

Customer Items

Customer ID BGS8

Business Unit 01106

Name BGS BARRE MAINTENANCE

Remit SetID BGS

Remit From ID BGS8

Corporate SetID BGS

Corporate ID BGS24

MICR ID

Link MICR

Reference Criteria

Reference Criteria

None

Restrict to

All Customers

Match Rule

Exact Match

Detail Reference

Item Status

Item Reference

Personalize | Find | View All | | | First | 1 of 1 | Last

Qual Code	Reference	To Reference
I		

Item Inclusion Options

☒ All Items

☐ Deduction Items Only

☐ Items in Dispute Only

Advanced Inclusion Options

☐ Exclude Collection Items

☐ Exclude Deduction Items

☐ Exclude Dispute Items

Worksheet Action

Build

Clear

Created at

Items 0

Worksheet Selection

Worksheet Application

Worksheet Action

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

The Customer from the payment has been populated on the Worksheet Selection page and the Reference field is blank as it was not put on the deposit.

38. Click on the **Worksheet Action** link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01110 Deposit ID EXAMPLE10 Payment ID FY1901110_ST040

Entered Date 01/19/2019 Status Batch Standard

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Previous in List Next in List Notify

Note: The Posting Action is set to a value of Batch Standard. This payment has been applied to the two open pending items/invoices and will post the next time ARUPDATE is run.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Customer Accounts > Account Overview

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Account Overview

The **Account Overview** page displays:

Balances Profile

SetID BGS Unit 01106 Customer BGS8 *Level No Relationship Search

Balances | Profile

39. SetID - Enter SetID or select using the [Magnifying Glass](#)
40. Unit - Enter Business Unit or select using the [Magnifying Glass](#)
41. Customer - Enter Customer or select using the [Magnifying Glass](#)
42. Click [Search](#)

The Account Information displays:

Balances

Profile

SetID
Unit
Customer

BGS BARRE MAIN

TENANCE

*Level

Search

Add Conversation

Most Recent Activity

Item ID	Date	Amount	Currency
Item ID: 69161996	09/20/2018	149.50	USD
Payment: 01168/00204563	09/14/2018	146.55	USD

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	2	224.50	USD
Past Due:	2	224.50	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collections:	0	0.00	USD
Supplier Balance:	0	0.00	USD
Draft Amount:	0	0.00	USD
High Balance YTD:		0.00	USD
Sales YTD:		0.00	USD
Last Year Sales:		0.00	USD

View Adjusted Balance

After **ARUPDATE** is run, the page will look like the following:

Balances

Profile

SetID
Unit
Customer

BGS BARRE MAIN

TENANCE

*Level

Search

Add Conversation

Most Recent Activity

Item ID	Date	Amount	Currency
Item ID: 69161996	09/20/2018	149.50	USD
Payment: FY1901106	01/24/2019	224.50	USD

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	0	0.00	USD
Past Due:	0	0.00	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collections:	0	0.00	USD
Supplier Balance:	0	0.00	USD
Draft Amount:	0	0.00	USD
High Balance YTD:		0.00	USD
Sales YTD:		0.00	USD
Last Year Sales:		0.00	USD

View Adjusted Balance

Item Activity From A Payment

Help

Payment ID FY1901106

Payment Amount -224.50

Currency USD

*Display Amount Switch

Payment Amount

Item Activity

Personalize | Find | View All | First 1-2 of 2 Last

Unit	Customer	Name	Item ID	Line	Entry Type	Reason	Payment Amount	Currency
01106	BGS8	BGS BARRE MAINTENANCE	69161889		PY		-75.00	USD
01106	BGS8	BGS BARRE MAINTENANCE	69161996		PY		-149.50	USD

Total Items 2

Total Amount -224.500

Currency USD

OK

Cancel

The payment was applied to both open items which zeroed out their balance.

Enter Customer Deposit - Paying Entire Customer Balance is Complete

Enter Customer Deposit - Payment more than Item Balance

Possible situations when this function is used: When a customer sends in more money than is owed on the pending item/invoice. Payment Predictor automates the process of applying payments to open Customer Account Items in Accounts Receivable. This eliminates manual creation of Payment Worksheets to apply payments to the Customer Account.

Step 1:

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:

The screenshot shows the 'Regular Deposit' page. At the top left, the title 'Regular Deposit' is displayed. Below it, there is a link 'Add a New Value'. To the right of this link is a button labeled 'Find an Existing Value' with a magnifying glass icon. Below these elements is a form area. Inside the form, there are two input fields: '*Deposit Unit' with the value '01106' and a magnifying glass icon, and '*Deposit ID' with the value 'EXAMPLE12' and a magnifying glass icon. Below these fields is a button labeled 'Add', which is highlighted with a red rectangular border.

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit unit
2. **Deposit ID** - Enter appropriate New Deposit ID
3. Click **Add**

The **Totals** page displays:

Totals **Payments**

Unit 01106 Deposit ID EXAMPLE12 Delete Deposit

*Accounting Date 08/25/2022
 *Bank Code PEOP3 M&T BANK
 *Bank Account 0002 XXXXX0493
 *Deposit Type C Cash/Chks

Control Currency USD
 Format Currency USD
 Rate Type CRRNT
 Exchange Rate 1.00000000

Control Totals			Control Data		
Control Total Amount	22.11	*Count 1	*Received	08/25/2022	
Entered Total Amount	0.00	Count 1	*Entered	08/25/2022	
Difference Amount	0.00	Count -1	Posted		
Posted Total Amount	0.00	Count 0	Assigned	EHOEFEL	
Journalled Total Amount	0.00	Count 0	User	EHOEFEL	

Save Notify Refresh Add Update/Display

4. **Accounting Date** - Current date defaults (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected).
8. **Control Currency** - Defaults to USD
9. **Control Total** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit.
11. **Received** - Should equal bank deposit date
12. **Entered** - Current date defaults (field is grayed out)
13. Click on the **Payments** tab

The **Payments** page displays:

The screenshot shows the 'Payments' page with the following details:

- Totals** | **Payments**
- Unit 01106 | Deposit ID EXAMPLE12 | Date 08/25/2022 | Balance Balanced
- Payment Information**
 - Payment Seq: 1
 - Amount: 22.11
 - *Payment ID: FY2022TEST
 - *Accounting Date: 08/25/2022
 - Currency: USD
 - Exchange Rate: 1.00000000
 - Rate Type: CRRNT
 - ☒ Payment Predictor
 - ☐ Journal Directly
 - ☐ Range of References
 - Payment Method: Check
 - Attachments (0)
 - View Audit Logs
- Customer Information**
 - Customer ID: BGS43
 - Business Unit: 01106
 - Remit From: BGS43
 - Remit SetID: BGS
 - Name: BGS STATE SURPLUS PROPERTY
 - Corporate: BGS43
 - Corporate SetID: BGS
 - SubCust1:
 - SubCust2:
 - MICR ID:
 - Link MICR:
- Reference Information**
 - Qual Code: 1
 - Reference: FY2022Test
 - To Reference:
- Buttons: Save, Notify, Refresh, Add, Update/Display

Payment Information section:

14. Payment ID - Enter Payment ID for first payment line

15. Accounting Date - Defaults in from the totals page

16. Amount - Enter Amount for first payment line

17. Currency - Defaults in from the totals page

18. Payment Predictor - Defaults as checked.

Note: This must be filled in if using *Payment Predictor Processing Functionality*.

19. Journal Directly - Do not select for customer deposits

20. Payment Method - Defaults as Check, accept default

Customer Information section:

21. Cust ID - Enter appropriate Customer ID

22. Business Unit - Enter your billing Business Unit

23. Click **Refresh** - The Customer Name, Remit From, Corporate, Customer ID, Remit SetID and Corporate SetID default into the Customer Information section

Reference Information section:

24. Qual Code - Defaults as I (Item) – Accept Default

25. Reference - Enter Invoice ID or Item ID associated with Pending Item. **Note:** This must be filled in if using *Payment Predictor Processing Functionality*.

26. Click **Save**

The deposit should be Balanced (see the upper right corner of the Payments tab)

Totals

Payments

Unit 01106Deposit ID EXAMPLE12Date 08/25/2022

BalanceBalanced

27. Click on the Totals tab

The Totals page is displayed

Totals

Payments

Unit 01106Deposit ID EXAMPLE12Delete Deposit

View Audit Logs

*Accounting Date08/25/2022

*Bank CodePEOP3M&T BANK

*Bank Account0002XXXXXX0493

*Deposit TypeCCash/Chks

Control CurrencyUSD

Format CurrencyUSD

Rate TypeCRRNT

Exchange Rate1.00000000

Control Totals

Control Data

Control Total Amount22.11

*Count1

Entered Total Amount22.11

Count1

Difference Amount0.00

Count0

Posted Total Amount0.00

Count0

Journalled Total Amount0.00

Count0

*Received08/25/2022

*Entered08/25/2022

Posted

AssignedEHOEFEL

UserEHOEFEL

Save

Notify

Refresh

Add

Update/Display

Note: The Control Total Amount, Count, Entered Total Amount and Count should be the same. If there is a difference, review payment lines to find the incorrect dollar amount and correct it.

For more detailed information on how to enter a deposit, refer to the [Direct Journal Deposits Manual](#).

Step 1 is Complete

Step 2:

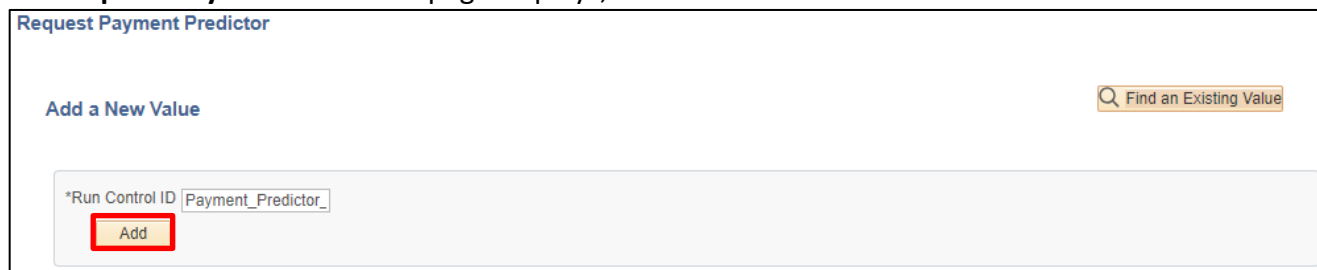
Payment Predictor is a process that creates Payment Worksheets automatically. There are several features of a payment that are important for the process to function properly. Payment Predictor processes payments:

- From a Deposit which has a **Balance Status = Balanced**.
- **Payment Predictor** flag is selected

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Request Payment Predictor

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

The **Request Payment Predictor** page displays, click on the **Add a New Value** button:

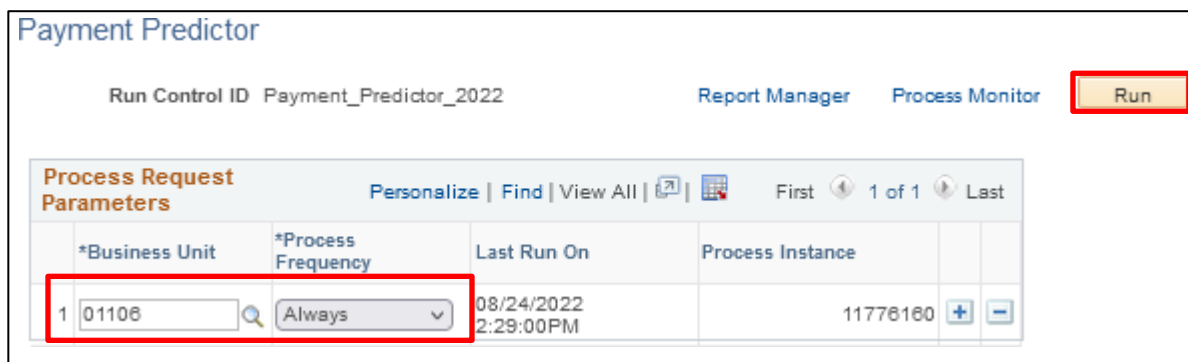


Use the Find and Existing Value search if a Run Control is already configured.

28. Run Control ID - Enter a unique Run Control ID

29. Click **Add**

The Payment Predictor Run Control page displays:



Enter run control parameters to process the selected deposits:

30. Business Unit - Enter Business Unit or select using the **Magnifying Glass**

31. Process Frequency - Select **Always**

32. Click **Run**

The **Process Scheduler Request** window opens with the PS/AR Payment Predictor process selected:

Process Scheduler Request

User ID EHOEFEL Run Control ID Payment_Predictor_2022

Server Name [v] Run Date 08/25/2022 [i]

Recurrence [v] Run Time 8:13:29AM [Reset to Current Date/Time]

Time Zone [v]

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	PS/AR Payment Predictor	ARPREDC	PSJob	(None)	(None)	Distribution

OK Cancel

33. Click **OK**

You are returned to the **Payment Predictor** page:

Payment Predictor

Run Control ID Payment_Predictor_2022 Report Manager **Process Monitor** Run

Process Request Parameters Personalize | Find | View All | [i] [c] First 1 of 1 Last

	*Business Unit	*Process Frequency	Last Run On	Process Instance
1	01106	Always	08/24/2022 2:29:00PM	11776160

34. Click on the **Process Monitor** link

The **Process Monitor** displays:

Process List Server List

View Process Requests

User ID EHOEFEL [Q] Type [v] Last [v] [2] Days [v] Refresh

Server [v] Name [Q] Instance [v] Range Clear

Run Status [v] Distribution Status [v] Save On Refresh Report Manager Reset

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437054		Payment_Predictor_2022	PSJob	ARPREDC	EHOEFEL	01/17/2024 2:00:16PM EST	Success	Posted	Details	Actions

35. Click **Refresh** until the ARPREDC process has a **Run Status** of **Success** and **Distribution Status** of **Posted**

Payment Predictor has now created a Payment Worksheet set to Batch Standard and is ready to process.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

The screenshot shows the 'Create Payment Worksheet' page. At the top, there is a section titled 'Find an existing payment' with a sub-section 'Search Criteria'. Below this, a message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two tabs: 'Recent Searches' and 'Saved Searches', each with a dropdown menu to 'Choose from recent searches' and 'Choose from saved searches' respectively. Below the tabs, there are several search criteria fields: '*Deposit Unit' (dropdown), 'Deposit ID' (dropdown with 'begins with' and text input 'EXAMPLE12'), 'Payment Sequence' (dropdown), 'Payment ID' (dropdown with 'begins with' and text input), 'Payment Status' (dropdown), 'User ID' (dropdown with 'begins with' and text input), 'Assigned Operator ID' (dropdown with 'begins with' and text input), 'Payment Predictor Method' (dropdown with 'begins with' and text input), and 'Accounting Date' (dropdown). A link 'Show fewer options' is visible. At the bottom, there is a 'Case Sensitive' checkbox and three buttons: 'Search' (highlighted with a red box), 'Clear', and 'Save Search'.

Enter search criteria to locate payment worksheets created by payment predictor:

36. Deposit Unit - Enter deposit business unit

37. Click [Search](#)

The **Payment Worksheet Selection** page displays:

Payment Worksheet Selection

Deposit Unit 01108 Payment ID FY2022TEST ☐ Payment Predictor
 Deposit ID EXAMPLE12 Payment Amount 22.11 USD
 Deposit Status None Applied Payment Status Identified

Customer Criteria

Customer Criteria: Customer Items
 Customer Reference: Customer ID BGS43 Business Unit 01108
 Name BGS STATE SURPLUS PROPERTY
 Remit SetID BGS Remit From ID BGS43
 Corporate SetID BGS Corporate ID BGS43
 MICR ID Link MICR

Reference Criteria

Reference Criteria: Specific Value
 Restrict to: All Customers
 Match Rule: Exact Match
 Detail Reference
 Item Status

Item Reference Personalize Find | View All | First | 1 of 1 | Last

Qual Code Reference To Reference

I FY2022Test

Item Inclusion Options

☒ All Items ☐ Deduction Items Only ☐ Items in Dispute Only [Advanced Inclusion Options](#)
☐ Exclude Collection Items ☐ Exclude Deduction Items ☐ Exclude Dispute Items

Worksheet Action

[Build](#) [Clear](#) Created at Items 0

Worksheet Selection [Worksheet Application](#) [Worksheet Action](#)

The Customer from the payment has been populated on the Worksheet Selection page and the Reference field has been populated based on what was entered on the deposit.

38. Click on the [Worksheet Application](#) link

Payment Worksheet Application

Deposit Unit 01108 Deposit ID EXAMPLE12 Payment ID FY190110610 Payment Sequence 1 Payment Currency USD
 Payment Accounting Date 01/24/2019

Item Action **Row Selection**

Entry Type Pay An Item Reason Choice Select Range of Items Range Go

Item Display Control **Row Sorting**

Display All Items Go Sort All By Item Go

Item List

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase
1	1	<input checked="" type="checkbox"/>	21.11	USD	69161395		01106	BGS43	PY				
2	2	<input checked="" type="checkbox"/>	-1.00	USD	OA-33515		01106	BGS43	OA	TEL			

[Add with Detail](#) Revenue Distribution [Add Conversation](#) Letter of Credit ID

Balance

	Amount	Remaining	Unearned	Disc Amt
Amount	22.11	0.00	0.00	
Selected	21.11	0.00	0.00	
Adjusted	-1.00	0.00	0.00	

Worksheet Selection Worksheet Application [Worksheet Action](#) Attachments (0) View Audit Logs

The Item ID has automatically been populated based on the reference entered on the deposit. The \$1.00 overpayment has automatically been put on account.

39. Click on the [Worksheet Action](#) link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01106 Deposit ID EXAMPLE12 Payment ID FY190110610

Entered Date 01/24/2019 Status Do Not Post

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Previous in List Next in List Notify

40. Change the Posting Action to Batch Standard

41. Click [Save](#)

Note: The Posting Action is set to a value of Batch Standard. The payment and on-account item applied to the open pending item/invoice and will post the next time ARUPDATE is run.

Enter Customer Deposit - Payment more than Item Balance is Complete

Enter Customer Deposit - Payment less than Item Balance

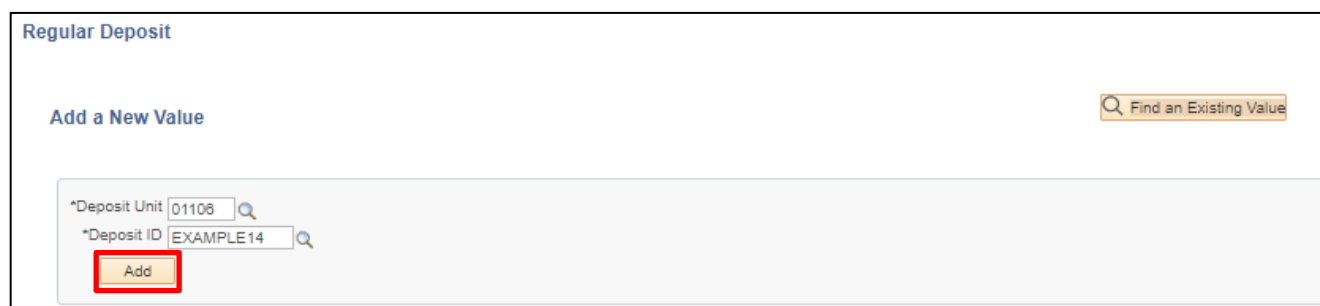
Possible situations when this function is used: When a customer sends in less money than is owed on the pending item/invoice. Payment Predictor automates the process of applying payments to open Customer Account Items in Accounts Receivable. This eliminates manual creation of Payment Worksheets to apply payments to the Customer Account.

Step 1:

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:



The screenshot shows the 'Regular Deposit' page. At the top left, the title 'Regular Deposit' is displayed. Below it, there is a section titled 'Add a New Value'. To the right of this section is a button labeled 'Find an Existing Value' with a magnifying glass icon. Below the 'Add a New Value' section, there are two input fields: '*Deposit Unit' with the value '01106' and a magnifying glass icon, and '*Deposit ID' with the value 'EXAMPLE14' and a magnifying glass icon. Below these fields is a button labeled 'Add', which is highlighted with a red rectangular box.

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit unit
2. **Deposit ID** - Enter appropriate New Deposit ID
3. Click **Add**

The **Totals** page displays:

Totals **Payments**

Unit 01108 Deposit ID EXAMPLE14 Delete Deposit

*Accounting Date 08/25/2022

*Bank Code PEO3 M&T BANK

*Bank Account 0002 XXXXX0493

*Deposit Type C Cash/Chks

Control Currency USD

Format Currency USD

Rate Type CRRNT

Exchange Rate 1.00000000

Control Totals

Control Total Amount	250.00	*Count	1
Entered Total Amount	0.00	Count	1
Difference Amount	0.00	Count	-1
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

Control Data

*Received 08/25/2022

*Entered 08/25/2022

Posted

Assigned EHOEFEL

User EHOEFEL

Save Notify Refresh
Add Update/Display

4. **Accounting Date** - Current date defaults (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected).
8. **Control Currency** - Defaults to USD
9. **Control Total** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit.
11. **Received** - Should equal bank deposit date
12. **Entered** - Current date defaults (field is grayed out)
13. Click on the **Payments** tab

The **Payments** page displays:

The screenshot shows the 'Payments' page with the following details:

- Payment Information:**
 - Unit: 01106, Deposit ID: EXAMPLE14, Date: 08/25/2022, Balance: Balanced
 - Payment Seq: 1, Amount: 250.00, Payment ID: FY2022TEST2, Accounting Date: 08/25/2022
 - Currency: USD, Exchange Rate: 1.00000000, Rate Type: CRRNT
 - Payment Predictor: ☒, Journal Directly: ☐, Range of References: ☐
 - Payment Method: Check
- Customer Information:**
 - Customer ID: BGS29, Business Unit: 01106
 - Remit From: BGS29, Remit SetID: BGS, Name: BGS NEWPORT MAINTENANCE
 - Corporate: BGS29, Corporate SetID: BGS, SubCust1: , SubCust2: , MICR ID: , Link MICR:
- Reference Information:**

Qual Code	Reference	To Reference
1	69161967	

Buttons at the bottom: Save, Notify, Refresh, Add, Update/Display.

Payment Information section:

14. **Payment ID** - Enter Payment ID for first payment line
15. **Accounting Date** - Defaults in from the totals page
16. **Amount** - Enter Amount for first payment line
17. **Currency** - Defaults in from the totals page
18. **Payment Predictor** - Defaults as checked

Note: This must be filled in if using Payment Predictor Processing Functionality.

19. **Journal Directly** - Do not select for customer deposits
20. **Payment Method** - Defaults as Check, accept default

Customer Information section:

21. **Cust ID** - Enter appropriate Customer ID
22. **Business Unit** - Enter your billing Business Unit
23. Click **Refresh** - The Customer Name, Remit From, Corporate, Customer ID, Remit SetID and Corporate SetID default into the Customer Information section

Reference Information section:

24. **Qual Code** - Defaults as I (Item) – Accept Default
25. **Reference** - Enter Invoice ID or Item ID associated with Pending Item.

Note: This must be filled in if using Payment Predictor Processing Functionality.

26. Click **Save**

The deposit should be Balanced (see the upper right corner of the Payments tab)

Totals Payments

Unit 01106 Deposit ID EXAMPLE14 Date 08/25/2022 Balance Balanced

27. Click on the **Totals** tab

The **Totals** page displays:

Totals Payments

Unit 01106 Deposit ID EXAMPLE14 Delete Deposit

View Audit Logs

*Accounting Date 08/25/2022

*Bank Code PEOP3 M&T BANK

*Bank Account 0002 XXXXX0493

*Deposit Type C Cash/Chks

Control Currency USD

Format Currency USD

Rate Type CRRNT

Exchange Rate 1.00000000

Control Totals			
Control Total Amount	250.00	*Count	1
Entered Total Amount	250.00	Count	1
Difference Amount	0.00	Count	0
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

*Received 08/25/2022

*Entered 08/25/2022

Posted

Assigned EHOEFEL

User EHOEFEL

Save Notify Refresh Add Update/Display

Note: The Control Total Amount, *Count, Entered Total Amount and Count should be the same. If there is a difference, review payment lines to find the incorrect dollar amount and correct it.

For more detailed information on how to enter a deposit, refer to the [Direct Journal Deposit Manual](#).

Step 1 is complete

Step 2:


Payment Predictor is a process that creates Payment Worksheets automatically. There are several features of a payment that are important for the process to function properly. Payment Predictor processes payments:

- From a Deposit which has a **Balance Status = Balanced**.
- **Payment Predictor** flag is selected

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Request Payment Predictor

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

The **Request Payment Predictor** page displays, click on the **Add a New Value** button:

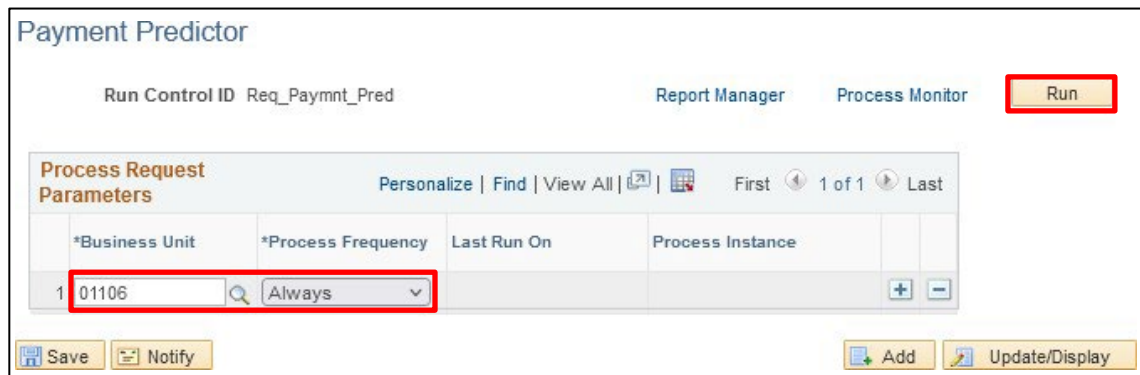
The screenshot shows the 'Request Payment Predictor' page. At the top left is the title 'Request Payment Predictor'. Below it, on the left, is a link 'Add a New Value'. On the right is a search button labeled 'Find an Existing Value'. Below these is a form with a label '*Run Control ID' and a text box containing 'Req_Paymnt_Pred'. Below the text box is a red-bordered 'Add' button.

Use the **Find an Existing Value** search if a Run Control is already configured.

28. Run Control ID - Enter a unique Run Control ID

29. Click Add

The **Payment Predictor Run Control** page displays:

The screenshot shows the 'Payment Predictor Run Control' page. At the top, it displays 'Run Control ID Req_Paymnt_Pred' and links for 'Report Manager', 'Process Monitor', and a red-bordered 'Run' button. Below is a 'Process Request Parameters' section with a table. The table has columns: *Business Unit, *Process Frequency, Last Run On, and Process Instance. The first row shows '01106' in the *Business Unit column and 'Always' in the *Process Frequency column. Below the table are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

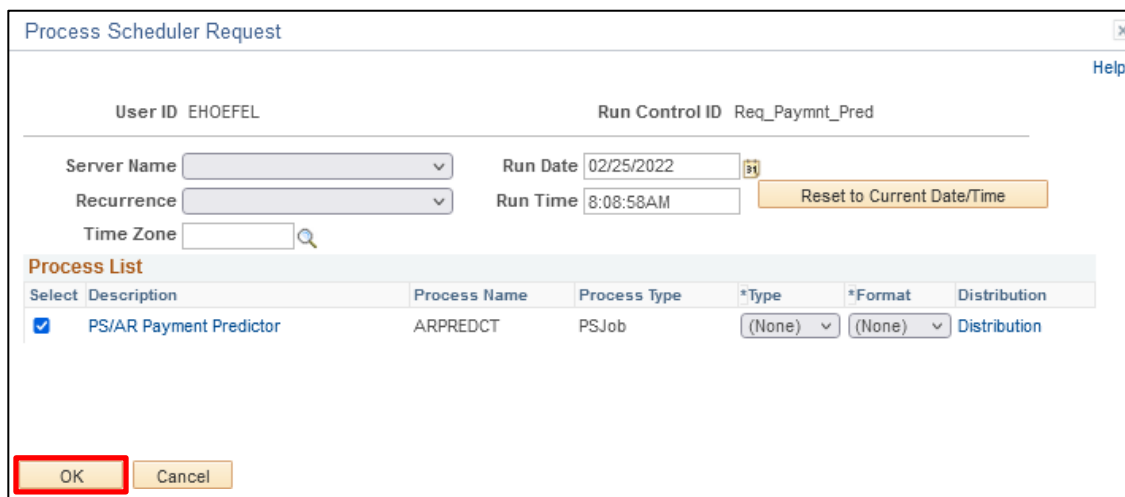
Enter run control parameters to process the selected deposits:

30. Business Unit - Enter Business Unit or select using the **Magnifying Glass**

31. Process Frequency - Select **Always**

32. Click Run

The **Process Scheduler Request** window opens with the PS/AR Payment Predictor process selected:

The screenshot shows the 'Process Scheduler Request' window. At the top, it displays 'User ID EHOEFEL' and 'Run Control ID Req_Paymnt_Pred'. Below are fields for 'Server Name', 'Run Date' (02/25/2022), 'Recurrence', 'Run Time' (8:08:58AM), and 'Time Zone'. There is a 'Reset to Current Date/Time' button. Below these is a 'Process List' table with columns: Select, Description, Process Name, Process Type, *Type, *Format, and Distribution. The first row is selected and shows 'PS/AR Payment Predictor', 'ARPREDC', 'PSJob', '(None)', '(None)', and 'Distribution'. At the bottom are 'OK' and 'Cancel' buttons.

33. Click OK

You are returned to the **Payment Predictor** page:

Payment Predictor

Run Control ID: Req_Paymnt_Pred Report Manager Process Monitor **Run**

Process Instance: 11402768

Process Request Parameters Personalize | Find | View All | First | 1 of 1 | Last

	*Business Unit	*Process Frequency	Last Run On	Process Instance
1	01106	Always		

Save Notify Add Update/Display

34. Click on the **Process Monitor** link

The **Process Monitor** displays:

Process List Server List

View Process Requests

User ID: EHOEFEL Type: Last: 2 Days: **Refresh**

Server: Name: Instance: Range: Clear

Run Status: Distribution Status: ☒ Save On Refresh Report Manager Reset

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437066		Req_Paymnt_Pred	PSJob	ARPREDC	EHOEFEL	01/17/2024 2:25:24PM EST	Success	Posted	Details	Actions

35. Click **Refresh** until the ARPREDC process has a **Run Status** of **Success** and **Distribution Status** of **Posted**

Payment predictor has now created a Payment Worksheet set to Batch Standard and is ready to process.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

The screenshot shows the 'Create Payment Worksheet' page. At the top, there is a section titled 'Find an existing payment' with a sub-section 'Search Criteria'. Below this, a message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two search history sections: 'Recent Searches' and 'Saved Searches', both with dropdown menus and edit icons. The main search area contains several fields: '*Deposit Unit' (dropdown), 'Deposit ID' (dropdown with 'begins with' selected), 'Payment Sequence' (dropdown), 'Payment ID' (dropdown with 'begins with' selected), 'Payment Status' (dropdown), 'User ID' (dropdown with 'begins with' selected), 'Assigned Operator ID' (dropdown with 'begins with' selected), 'Payment Predictor Method' (dropdown with 'begins with' selected), and 'Accounting Date' (dropdown). A 'Show fewer options' link is below the 'Accounting Date' field. There is also a 'Case Sensitive' checkbox. At the bottom, there are 'Search' and 'Clear' buttons. A red box highlights the '*Deposit Unit' and 'Deposit ID' fields and the 'Search' button.

Enter search criteria to locate payment worksheets created by payment predictor:

36. Deposit Business Unit - Enter Deposit Business Unit or use the [Magnifying Glass](#)

37. Click [Search](#)

The **Payment Worksheet Selection** page displays:

Payment Worksheet Selection

Deposit Unit 01106

Payment ID FY190110625

Payment Predictor

Deposit ID EXAMPLE14

Payment Amount 250.00 USD

Deposit Status Partially Applied

Payment Status Worksheet

Customer Criteria

Customer Criteria

Customer Items

Customer Reference

Customer ID BGS29

Name BGS NEWPORT MAINTENANCE

Remit SetID BGS

Corporate SetID BGS

MICR ID

Business Unit 01106

Remit From ID BGS29

Corporate ID BGS24

Link MICR

Find | View All

First

1 of 1

Last

Reference Criteria

Reference Criteria

Specific Value

Restrict to

All Customers

Match Rule

Exact Match

Detail Reference

Item Status

Item Reference

Qual Code

Reference

To Reference

Personalize | Find | View All

First

1 of 1

Last

Item Inclusion Options

All Items

Deduction Items Only

Items in Dispute Only

Advanced Inclusion Options

Exclude Collection Items

Exclude Deduction Items

Exclude Dispute Items

Worksheet Action

Build

Clear

Created at 01/25/2019 4:07PM

Items 1

Worksheet Selection

Worksheet Application

Worksheet Action

The Customer from the payment has been populated on the Worksheet Selection page and the Reference field has been populated based on what was entered on the deposit.

38. Click on the **Worksheet Application** link

The **Payment Worksheet Application** page displays:

Payment Worksheet Application

Deposit Unit 01106 Deposit ID EXAMPLE14 Payment ID FY190110625 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 01/25/2019

Item Action
Entry Type: Pay An Item Reason: [Search]

Row Selection
Choice: Select Range of Items Range: [] Go

Item Display Control
Display: All Items Go

Row Sorting
Sort All By: Item Go

Item List

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase
1	1	<input checked="" type="checkbox"/>	275.23	USD	69161967		01106	BGS29	PY				

Add with Detail Revenue Distribution Add Conversation Letter of Credit ID

Balance

Amount	250.00	Remaining	-25.23	Unearned	0.00
Selected	275.23	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Previous in List Next in List Refresh

The Item ID has automatically been populated based on the reference entered on the deposit. The pending item line is showing with the total amount owed, but the Balance section is showing the amount is only \$250.00.

39. Delete the **Pay Amt** and enter \$250.00.

40. Click **Refresh**

Payment Worksheet Application

Deposit Unit 01106 Deposit ID EXAMPLE14 Payment ID FY190110625 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 01/25/2019

Item Action
Entry Type: Pay An Item Reason: [Search]

Row Selection
Choice: Select Range of Items Range: [] Go

Item Display Control
Display: All Items Go

Row Sorting
Sort All By: Item Go

Item List

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase
1	1	<input checked="" type="checkbox"/>	250.00	USD	69161967		01106	BGS29	PY				
		<input type="checkbox"/>	25.23	USD	69161967		01106	BGS29					

Add with Detail Revenue Distribution Add Conversation Letter of Credit ID

Balance

Amount	250.00	Remaining	0.00	Unearned	0.00
Selected	250.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Previous in List Next in List Refresh

A new line is automatically populated showing the remaining amount that the customer owes with the same Item ID number.

41. Click **Save**

42. Click on the **Worksheet Action** link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01106 Deposit ID EXAMPLE14 Payment ID FY190110625

Entered Date 01/25/2019 Status Batch Standard

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard ▼ OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Previous in List Next in List Notify

The posting action is set to **Do Not Post**.

43. Change the **Posting Action** to **Batch Standard**

44. Click **Save**

Note: *The payment will be applied to the customers pending item/invoice and will post the next time ARUPDATE is run.*

Enter Customer Deposit - Payment less than Item Balance is Complete

Enter Customer Deposit - No Reference ID, Multiple Open Pending Items/Invoices, Deposit Dollar Amount does not Match any Open Balances

Possible situations when this function is used: When a customer sends in a payment that is less than what the balance on the pending item/invoice is and user forgets to fill in Reference ID on the Payments page of the deposit. Payment Predictor automates the process of applying payments to open Customer Account Items in Accounts Receivable. This eliminates manual creation of Payment Worksheets to apply payments to the Customer Account.

Step 1:

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:



The screenshot shows the 'Regular Deposit' page. At the top left, the title 'Regular Deposit' is displayed. Below it, there is a section with the heading 'Add a New Value'. To the right of this heading is a button labeled 'Find an Existing Value' with a magnifying glass icon. Below the heading, there are two input fields: '*Deposit Unit' with the value '01106' and a magnifying glass icon, and '*Deposit ID' with the value 'EXAMPLE15' and a magnifying glass icon. Below these fields is a red-bordered button labeled 'Add'.

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit unit
2. **Deposit ID** - Enter appropriate New Deposit ID
3. Click **Add**

The **Totals** page displays:

The screenshot shows the 'Payments' tab of a software interface. At the top, there are tabs for 'Totals' and 'Payments', with 'Payments' being the active tab. Below the tabs, there are fields for 'Unit 01108' and 'Deposit ID EXAMPLE15', along with a 'Delete Deposit' button. The main form is divided into several sections. A red box highlights the top section containing fields for '*Accounting Date' (08/25/2022), '*Bank Code' (PEOP3), '*Bank Account' (0002), and '*Deposit Type' (C). To the right of these fields are 'Control Currency' (USD), 'Format Currency' (USD), 'Rate Type' (CRRNT), and 'Exchange Rate' (1.00000000). Below this is a 'Control Totals' section with a table showing 'Control Total Amount' (19.00) and '*Count' (1). To the right of this is a 'Control Data' section with fields for '*Received' (08/25/2022), '*Entered' (08/25/2022), 'Posted', 'Assigned' (EHOEFEL), and 'User' (EHOEFEL). At the bottom, there are buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

4. **Accounting Date** - Current date defaults (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected).
8. **Control Currency** - Defaults to USD
9. **Control Total** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit.
11. **Received** - Should equal bank deposit date
12. **Entered** - Current date defaults (field is grayed out)
13. Click on the **Payments** tab

The **Payments** page displays:

The screenshot shows the 'Payments' page with the following details:

- Payment Information:**
 - Payment Seq: 1
 - Amount: 19.00
 - *Payment ID: FY2022TEST15
 - *Accounting Date: 08/25/2022
 - Currency: USD
 - Rate Type: CRRNT
 - Exchange Rate: 1.00000000
 - ☒ Payment Predictor
 - ☐ Journal Directly
 - ☐ Range of References
 - Payment Method: Check
 - Attachments (0)
 - View Audit Logs
- Customer Information:**
 - Customer ID: BGS11
 - Business Unit: 01106
 - Remit From: BGS11
 - Remit SetID: BGS
 - Name: BGS BRATTLEBORO MAINTENANCE
 - Corporate: BGS24
 - Corporate SetID: BGS
 - SubCust1:
 - SubCust2:
 - MICR ID:
 - Link MICR:
- Reference Information:**

Qual Code	Reference	To Reference
1		

At the bottom, there are buttons for **Save**, **Notify**, **Refresh**, **Add**, and **Update/Display**.

Payment Information section:

14. **Payment ID** - Enter Payment ID for first payment line
15. **Accounting Date** - Defaults in from the totals page
16. **Amount** - Enter Amount for first payment line
17. **Currency** - Defaults in from the totals page
18. **Payment Predictor** - Defaults as checked. Note: *This must be filled in if using Payment Predictor Processing Functionality.*
19. **Journal Directly** - Do not select for customer deposits
20. **Payment Method** - Defaults as Check, accept default

Customer Information section:

21. **Customer ID** - Enter appropriate Customer ID
22. **Business Unit** - Enter your billing Business Unit
23. Click on the **Refresh** - The Customer Name, Remit From, Corporate, Customer ID, Remit SetID and Corporate SetID default into the Customer Information section

Reference Information section:

24. **Qual Code** - Defaults as I (Item) – Accept Default
25. **Reference** - *In this example, we are forgetting to enter our reference information*
26. Click **Save**

The deposit should be Balanced (see the upper right corner of the Payments tab)

27. Click on the **Totals** tab

The **Totals** page displays:

Control Total Amount	*Count
19.00	1
Entered Total Amount	Count
19.00	1
Difference Amount	Count
0.00	0
Posted Total Amount	Count
0.00	0
Journalled Total Amount	Count
0.00	0

Note: The **Control Total Amount**, ***Count**, **Entered Total Amount** and **Count** should be the same. If there is a difference, review payment lines to find the incorrect dollar amount and correct it.

For more detailed information on how to enter a deposit, refer to the [Direct Journal Deposits Manual](#).

Step 1 is complete

Step 2:

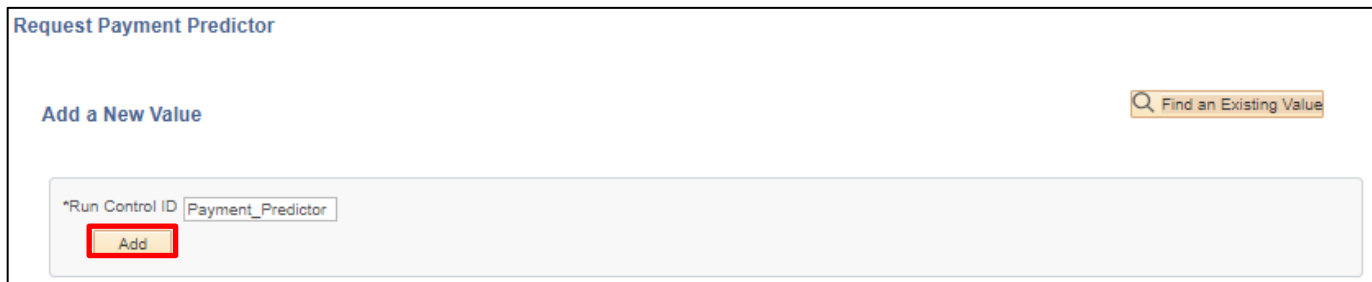
Payment Predictor is a process that creates Payment Worksheets automatically. There are several features of a payment that are important for the process to function properly. Payment Predictor processes payments:

- From a Deposit which has a **Balance Status = Balanced**
- **Payment Predictor** flag is selected

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Request Payment Predictor

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

The **Request Payment Predictor** page displays, click on the **Add a New Value** button)



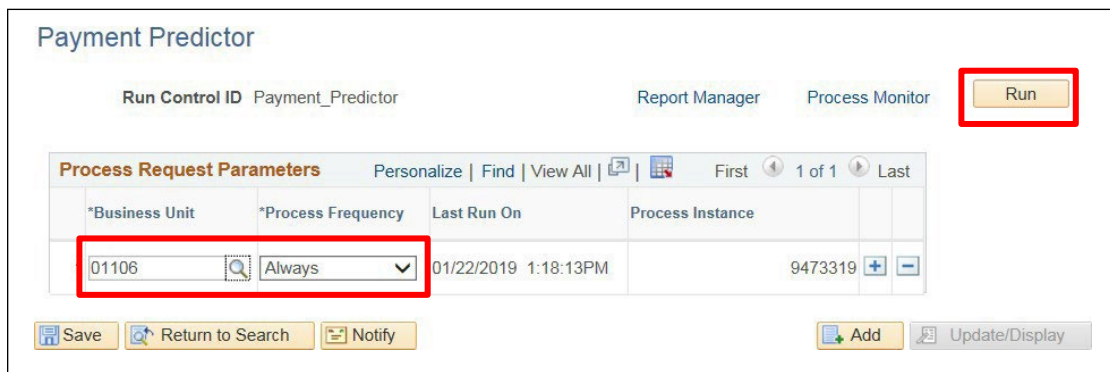
The screenshot shows the 'Request Payment Predictor' form. At the top left is the title 'Request Payment Predictor'. Below it, on the left, is a blue button labeled 'Add a New Value'. On the right is a search button with a magnifying glass icon and the text 'Find an Existing Value'. Below these is a text input field labeled '*Run Control ID' containing the value 'Payment_Predictor'. At the bottom left of this field is a red-bordered button labeled 'Add'.

Use the **Find an Existing Value** search if a Run Control is already configured.

28. Run Control ID - Enter a unique Run Control ID

29. Click Add

The Payment Predictor Run Control page displays:



The screenshot shows the 'Payment Predictor' page. At the top left is the title 'Payment Predictor'. Below it, on the left, is the text 'Run Control ID Payment_Predictor'. On the right are two buttons: 'Report Manager' and 'Process Monitor'. At the bottom right is a red-bordered button labeled 'Run'. Below these is a table titled 'Process Request Parameters'. The table has columns: '*Business Unit', '*Process Frequency', 'Last Run On', and 'Process Instance'. The first row has values: '01106', 'Always', '01/22/2019 1:18:13PM', and '9473319'. Below the table are buttons: 'Save', 'Return to Search', 'Notify', 'Add', and 'Update/Display'.

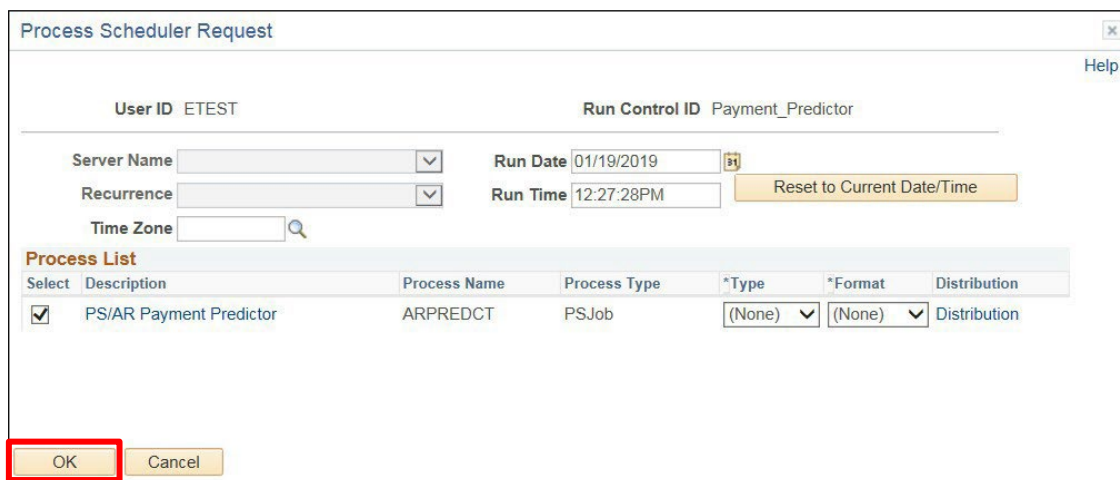
Enter run control parameters to process the selected deposits:

30. Business Unit - Enter Business Unit or use the **Magnifying Glass**

31. Process Frequency - Select **Always**

32. Click Run

The **Process Scheduler Request** window opens with the PS/AR Payment Predictor process selected:



The screenshot shows the 'Process Scheduler Request' window. At the top left is the title 'Process Scheduler Request'. Below it, on the left, is the text 'User ID ETEST'. On the right is the text 'Run Control ID Payment_Predictor'. Below these are fields for 'Server Name', 'Recurrence', and 'Time Zone'. To the right of these are fields for 'Run Date' (01/19/2019) and 'Run Time' (12:27:28PM). Below these is a button labeled 'Reset to Current Date/Time'. Below these is a table titled 'Process List'. The table has columns: 'Select', 'Description', 'Process Name', 'Process Type', '*Type', '*Format', and 'Distribution'. The first row has values: 'PS/AR Payment Predictor', 'ARPREDC', 'PSJob', '(None)', '(None)', and 'Distribution'. Below the table are buttons: 'OK' and 'Cancel'.

33. Click OK

You are returned to the **Payment Predictor** page:

Payment Predictor

Run Control ID: Payment_Predictor Report Manager **Process Monitor** Run

Process Request Parameters Personalize | Find | View All | [Icons] First 1 of 1 Last

	*Business Unit	*Process Frequency	Last Run On	Process Instance
1	01106	Always	01/22/2019 1:18:13PM	9473319

Save Return to Search Notify Add Update/Display

34. Click on the **Process Monitor** link

The **Process Monitor** displays:

Process List Server List

View Process Requests

User ID: EHOEFEL Type: Last: 2 Days: **Refresh** Clear Reset

Server: Name: Instance: Range Run Status: Distribution Status: ☒ Save On Refresh Report Manager

Process List

[Icons] 1-9 of 9 View All

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437074		Payment_Predictor	PSJob	ARPREDC	EHOEFEL	01/17/2024 2:52:16PM EST	Success	Posting	Details	Actions

35. Click **Refresh** until the ARPREDC process has a **Run Status** of **Success** and **Distribution Status** of **Posted**

Payment predictor has now created a Payment Worksheet set to Batch Standard and is ready to process.

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

The screenshot shows the 'Create Payment Worksheet' page. At the top, there is a section titled 'Find an existing payment' with a sub-section 'Search Criteria'. Below this, a message states: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two tabs: 'Recent Searches' and 'Saved Searches', each with a dropdown menu and an edit icon. The main search area contains several fields: '*Deposit Unit' (dropdown), 'Deposit ID' (dropdown with 'begins with' selected), 'Payment Sequence' (dropdown), 'Payment ID' (dropdown with 'begins with' selected), 'Payment Status' (dropdown), 'User ID' (dropdown with 'begins with' selected), 'Assigned Operator ID' (dropdown with 'begins with' selected), 'Payment Predictor Method' (dropdown with 'begins with' selected), and 'Accounting Date' (dropdown). A red box highlights the '*Deposit Unit' and 'Deposit ID' fields. Below the fields, there is a 'Show fewer options' link and a 'Case Sensitive' checkbox. At the bottom, there are three buttons: 'Search' (highlighted with a red box), 'Clear', and 'Save Search'.

Enter search criteria to locate payment worksheets created by payment predictor:

36. Deposit Business Unit - Enter deposit Business Unit

37. Deposit ID - Enter deposit ID or leave blank

38. Click [Search](#)

The **Payment Worksheet Selection** page displays:

Payment Worksheet Selection

Deposit Unit 01106

Payment ID FY190110628

☐ Payment Predictor

Deposit ID EXAMPLE15

Payment Amount 19.00 USD

Deposit Status None Applied

Payment Status Identified

Customer Criteria

Customer Criteria

Customer Items

Customer Reference

Customer ID BGS11

Name BGS BRATTLEBORO MAINTENANCE

Remit SetID BGS

Corporate SetID BGS

MICR ID

Find | View All

First 1 of 1 Last

Business Unit 01106

Remit From ID BGS11

Corporate ID BGS24

Link MICR

Reference Criteria

Reference Criteria

None

Restrict to

All Customers

Match Rule

Exact Match

Detail Reference

Item Status

Item Reference

Personalize | Find | View All |

First 1 of 1 Last

Qual Code

Reference

To Reference

Item Inclusion Options

☒ All Items

☐ Deduction Items Only

☐ Items in Dispute Only

Advanced Inclusion Options

☐ Exclude Collection Items

☐ Exclude Deduction Items

☐ Exclude Dispute Items

Worksheet Action

Build

Clear

Created at

Items 0

Worksheet Selection

Worksheet Application

Worksheet Action

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

The Customer from the payment has been populated on the Worksheet Selection page, but the Reference field is blank as that was not populated on the deposit.

39. Click on the **Worksheet Application** link

Payment Worksheet Application

Deposit Unit 01106 Deposit ID EXAMPLE15 Payment ID FY190110628 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 01/26/2019

Item Action
Entry Type Pay An Item Reason

Row Selection
Choice Select Range of Items Range

Item Display Control
Display All Items

Row Sorting
Sort All By Item

Item List Pe

Detail 1 Detail 2 Detail 3 Detail 4 Detail 5 Detail 6

View Detail	Remit Seq	Self	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase
	1	<input checked="" type="checkbox"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	01106	BGS11		<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	

Revenue Distribution Letter of Credit ID

Balance

Amount	19.00	Remaining	19.00	Unearned	0.00
Selected	0.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Nothing has been selected because the reference field was not populated, and the dollar amount is not an exact match to the multiple pending items/invoices open for the customer.

40. Click on the [Worksheet Action](#) link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01106 Deposit ID EXAMPLE15 Payment ID FY190110628

Entered Date 01/26/2019 Status Do Not Post

Worksheet Action

Posting Action

Action: Do Not Post

Accounting Entry Action

Worksheet Selection **Worksheet Application** Worksheet Action

All fields are unavailable for selection.

41. Click on the [Worksheet Application](#) link

The **Payment Worksheet Application** page displays:

Payment Worksheet Application

Deposit Unit 01106 Deposit ID EXAMPLE15 Payment ID FY190110628 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 01/26/2019

Item Action
Entry Type: **Pay An Item** Reason:

Row Selection
Choice: **Select Range of Items** Range: Go

Item Display Control
Display: **All Items** Go

Row Sorting
Sort All By: **Item** Go

Item List

Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Detail 6								
View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase
	1	<input checked="" type="checkbox"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	01106	BGS11			<input type="checkbox"/>		

Add with Detail Revenue Distribution Letter of Credit ID

Balance

	Amount	Remaining	Unearned
	19.00	19.00	0.00
Selected	0.00	Discount	Earned
Adjusted	0.00	Write Off	0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Refresh

42. Item ID - Enter Item ID or click on the **Magnifying Glass** to select

43. Click Refresh

Payment Worksheet Application

Deposit Unit 01106 Deposit ID EXAMPLE15 Payment ID FY190110628 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 01/26/2019

Item Action
Entry Type: **Pay An Item** Reason:

Row Selection
Choice: **Select Range of Items** Range: Go

Item Display Control
Display: **All Items** Go

Row Sorting
Sort All By: **Item** Go

Item List

Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Detail 6								
View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase
	1	<input checked="" type="checkbox"/>	107.52	USD	69161379	<input type="text"/>	01106	BGS11	PY		<input type="checkbox"/>		

Add with Detail Revenue Distribution Letter of Credit ID

Balance

	Amount	Remaining	Unearned
	19.00	-88.52	0.00
Selected	107.52	Discount	Earned
Adjusted	0.00	Write Off	0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Refresh

The **Item ID** is populated with the dollar amount of the pending item/invoice.

44. Change the Pay Amt to reflect the amount of the deposit

45. Click Refresh

Payment Worksheet Application

Deposit Unit 01106 Deposit ID EXAMPLE15 Payment ID FY190110628 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 01/26/2019

Item Action
Entry Type: Pay An Item Reason:

Row Selection
Choice: Select Range of Items Range: Go

Item Display Control
Display: All Items Go

Row Sorting
Sort All By: Item Go

Item List

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchas
	1	<input checked="" type="checkbox"/>	19.00	USD	69161379	<input type="text"/>	01106	BGS11	PY	<input type="text"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	88.52	USD	69161379	<input type="text"/>	01106	BGS11		<input type="text"/>	<input type="checkbox"/>		

Add with Detail Revenue Distribution Letter of Credit ID

Balance

Amount	19.00	Remaining	0.00	Unearned	0.00
Selected	19.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Refresh

A new line is automatically populated showing the remaining amount that the customer owes with the same Item ID number.

46. Click **Save**

The \$19.00 has been applied to the open pending item/invoice.

47. Click on the **Worksheet Action** link

The **Payment Action Worksheet** page displays:

Payment Worksheet Action

Deposit Unit 01106 Deposit ID EXAMPLE15 Payment ID FY190110628

Entered Date 01/26/2019 Status Do Not Post

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

48. Set **Posting Action** to **Batch Standard**

49. Click **Save**

The payment will pick up in the next ARUPDATE process and post to the customer's account.

Enter Customer Deposit - No Reference ID, Multiple Open Pending Items/Invoices, Deposit Dollar Amount does not Match any Open Balances is Complete

Not Using Payment Predictor Exercises

Enter Customer Deposit/Worksheet

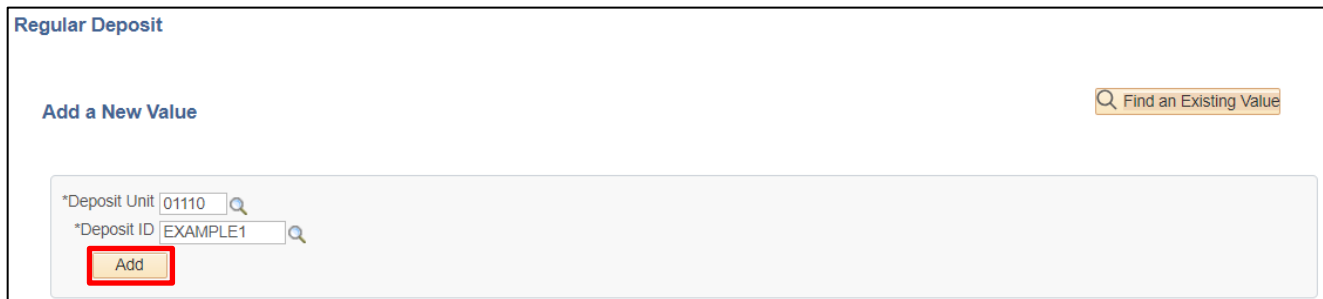
Possible situations when this function is used: Regular customer deposits are used to apply payments to customer's accounts in the Accounts Receivable module.

Step 1:

WorkCenter navigation: Receivables WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:



The screenshot shows the 'Regular Deposit' page. At the top left, the title 'Regular Deposit' is displayed. Below it, there is a section with the heading 'Add a New Value'. To the right of this heading is a button labeled 'Find an Existing Value' with a magnifying glass icon. Below the heading, there are two input fields: '*Deposit Unit' with the value '01110' and a magnifying glass icon, and '*Deposit ID' with the value 'EXAMPLE1' and a magnifying glass icon. Below these fields is a button labeled 'Add', which is highlighted with a red rectangular box.

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit Unit
2. **Deposit ID** - Enter appropriate New Deposit ID
3. Click **Add**

The **Totals** page displays:

The screenshot shows the 'Payments' tab in the 'Totals' page. The page displays various fields for entering deposit information. Red boxes highlight the following fields:

- *Accounting Date: 08/25/2022
- *Bank Code: PEO3 (M&T BANK)
- *Bank Account: 0002 (XXXXX0493)
- *Deposit Type: C (Cash/Chks)
- Control Total Amount: 50.00
- *Count: 1

Other visible fields include:

- Unit: 01110
- Deposit ID: EXAMPLE1
- Delete Deposit button
- Control Currency: USD
- Format Currency: USD
- Rate Type: CRRNT
- Exchange Rate: 1.00000000
- *Received: 08/25/2022
- *Entered: 08/25/2022
- Posted: (grayed out)
- Assigned: EHOEFEL
- User: EHOEFEL

Buttons at the bottom include Save, Notify, Refresh, Add, and Update/Display.

4. **Accounting Date** - Current date defaults (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected)
8. **Control Currency** - Defaults to USD
9. **Control Total** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit
11. **Received** - Should equal bank deposit date
12. **Entered** - Current date defaults (field is grayed out)
13. Click on the **Payments** tab

The **Payments** page displays:

The screenshot shows the 'Payments' page with the following details:

- Payment Information:** Payment Seq: 1, Amount: 50.00, Payment ID: EXAMPLE1, Accounting Date: 08/25/2022, Currency: USD, Exchange Rate: 1.00000000, Rate Type: CRRNT, Payment Predictor: checked, Payment Method: Check.
- Customer Information:** Customer ID: ST012, Business Unit: 01110, Remit From: ST012, Remit SetID: 01110, Name: Legislative Council, Corporate: ST012, Corporate SetID: 01110, SubCust1, SubCust2, MICR ID, Link MICR.
- Reference Information:** Qual Code, Reference, To Reference.

Buttons at the bottom: Save, Notify, Refresh, Add, Update/Display.

Payment Information section:

- 14. **Payment ID** - Enter Payment ID for first payment line
- 15. **Accounting Date** - Defaults in from the totals page
- 16. **Amount** - Enter Amount for first payment line
- 17. **Currency** - Defaults in from the totals page
- 18. **Payment Predictor** - Defaults as checked

Note: To utilize this functionality, follow the Enter a Customer Deposit/Worksheet using Payment Predictor exercise.

- 19. **Journal Directly** - Do not select for customer deposits
- 20. **Payment Method** - Defaults as check, accept default

Customer Information section:

- 21. **Customer ID** - Enter appropriate Customer ID
- 22. **Business Unit** - Enter your billing Business Unit
- 23. Click **Refresh** - The Customer Name, Remit From, Corporate, Customer ID, Remit SetID and Corporate SetID default into the Customer Information section

Reference Information section:

- 24. **Qual Code** - Defaults as I (Item) - Accept Default
- 25. **Reference** - Enter Invoice ID or Item ID associated with Pending Item

Note: This must be filled in if using Payment Predictor Processing Functionality. To utilize this functionality, follow the Enter a Customer Deposit/Worksheet using Payment Predictor exercise.

- 26. Click **Save**

Note: If you need to Insert a New Row, you may by clicking on the + icon at the TOP right of the page. It is important to click the appropriate + to insert a row. This page is divided into three sections and allows rows to be inserted in each section. The Payment page would then display with second row. All payment information and customer information for the new row would need to be entered.

The deposit should be Balanced (see the upper right corner of the Payments Tab):

Totals	Payments
Unit 01110	Deposit ID EXAMPLE1
Date 08/25/2022	Balance Balanced

27. Click on the **Totals** tab

The **Totals** page displays:

Totals	Payments																														
Unit 01110	Deposit ID EXAMPLE1																														
Delete Deposit																															
View Audit Logs																															
*Accounting Date 08/25/2022	Control Currency USD																														
*Bank Code PEOP3 M&T BANK	Format Currency USD																														
*Bank Account 0002 XXXXX0493	Rate Type CRRNT																														
*Deposit Type C Cash/Chks	Exchange Rate 1.00000000																														
Control Totals <table border="1"> <tr> <td>Control Total Amount</td> <td>50.00</td> <td>*Count</td> <td>1</td> </tr> <tr> <td>Entered Total Amount</td> <td>50.00</td> <td>Count</td> <td>1</td> </tr> <tr> <td>Difference Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> <tr> <td>Posted Total Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> <tr> <td>Journalled Total Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> </table>	Control Total Amount	50.00	*Count	1	Entered Total Amount	50.00	Count	1	Difference Amount	0.00	Count	0	Posted Total Amount	0.00	Count	0	Journalled Total Amount	0.00	Count	0	Control Data <table border="1"> <tr> <td>*Received</td> <td>08/25/2022</td> </tr> <tr> <td>*Entered</td> <td>08/25/2022</td> </tr> <tr> <td>Posted</td> <td></td> </tr> <tr> <td>Assigned</td> <td>EHOEFEL</td> </tr> <tr> <td>User</td> <td>EHOEFEL</td> </tr> </table>	*Received	08/25/2022	*Entered	08/25/2022	Posted		Assigned	EHOEFEL	User	EHOEFEL
Control Total Amount	50.00	*Count	1																												
Entered Total Amount	50.00	Count	1																												
Difference Amount	0.00	Count	0																												
Posted Total Amount	0.00	Count	0																												
Journalled Total Amount	0.00	Count	0																												
*Received	08/25/2022																														
*Entered	08/25/2022																														
Posted																															
Assigned	EHOEFEL																														
User	EHOEFEL																														
Save Notify Refresh	Add Update/Display																														

Note: The Control Total Amount, Count, Entered Total Amount and Count should be the same. If there is a difference, review payment lines to find the incorrect dollar amount and correct it.

For more detailed information on how to enter a deposit, refer to the [Direct Journal Deposits Manual](#).

Step 1 is complete

Step 2:

Build a worksheet to select items where the payment(s) are to be applied.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

Create Payment Worksheet

Find an existing payment

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Deposit Unit = 01110
Deposit ID begins with EXAMPLE1
Payment Sequence =
Payment ID begins with
Payment Status =
User ID begins with
Assigned Operator ID begins with
Payment Predictor Method begins with
Accounting Date =
[Show fewer options](#)
☐ Case Sensitive
Search Clear

28. Deposit Unit - Accept default **or** enter appropriate Deposit Unit

29. Deposit ID - Deposit ID may default from previous page OR enter Deposit ID

30. Click [Search](#)

The **Payment Worksheet Selection** page displays. If there are multiple lines, search results will return all lines of the deposit, select the first line of the deposit by clicking on it.

Payment Worksheet Selection

Deposit Unit 01110
Deposit ID EXAMPLE1
Deposit Status None Applied

Payment ID EXAMPLE1
Payment Amount 50.00 USD
Payment Status Identified

☒ Payment Predictor

Customer Criteria

Customer Criteria
Customer Items

Customer Reference

Find | View All | First | 1 of 1 | Last

Customer ID ST012
Name Legislative Council
Remit SetID 01110
Corporate SetID 01110
MICR ID

Business Unit 01110
Remit From ID ST012
Corporate ID ST012
Link MICR

Reference Criteria

Reference Criteria
None

Restrict to
All Customers

Match Rule
Exact Match

Detail Reference
Item Status

Item Reference

Personalize | Find | View All | First | 1 of 1 | Last

Qual Code	Reference	To Reference

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

Build
Clear

Created at

Items 0

Worksheet Selection

Worksheet Application

Worksheet Action

Save | Return to Search | Notify | Refresh

31. **Deposit Status** – Defaults as None Applied
32. **Customer Criteria** - Defaults to Customer Items
33. **Customer ID** - Defaults (verify correct customer defaults)
34. **Business Unit** - Defaults (verify correct business unit defaults)
35. **Reference Criteria** - Accept defaults
36. **Item Inclusion Options** - Defaults as All Items, accept default
37. Click **Build**

The **Payment Worksheet Application** page displays:

Payment Worksheet Application

Deposit Unit 01110 Deposit ID EXAMPLE1 Payment ID EXAMPLE1 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 12/12/2018

Item Action
Entry Type: Pay An Item Reason: [Search] Row Selection: [Choice] Select Range of Items Range: [Go]

Item Display Control
Display: All Items Go Row Sorting: Sort All By Item Go

Item List Personalize | Find | View All | [Icons]

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID	Tax Status
	1	<input type="checkbox"/>	1,500.00	USD	FEES112618	1	01110	ST012			<input type="checkbox"/>			Not Applicable
	2	<input type="checkbox"/>	2,279.00	USD	FY1901110_ST		01110	ST012			<input type="checkbox"/>			Not Applicable

Add with Detail Revenue Distribution Add Conversation Letter of Credit ID

Balance

Amount	Selected	Adjusted	Remaining	Discount	Write Off	Unearned	Earned
50.00	0.00	0.00	50.00	0.00	0.00	0.00	0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Refresh

Worksheet is comprised of all open items that exist on the customer's account.

Item Action section:

38. Entry Type - Defaults as **Pay An Item**, accept default

Item List section - This section shows all open items that exist for customer

Balance section:

39. Amount - Defaults amount of payment line selected

40. Selected - Totals for each line selected. The **Selected** amount should equal the total of **Amount** once all lines are selected

41. Adjusted - Totals any lines that are adjustments

42. Remaining - Total amount of payment. Amount decreases when selecting lines to apply payment. Once the worksheet is completed the remaining amount should be zero.

43. Discount - Not currently used by SOV

44. Write off - Displays total amount of write-offs

45. Unearned - Not currently used by SOV

46. Earned - Not currently used by SOV

47. Select the item that you want to apply this payment to by checking the **Sel** box to the left of the item

Note: To apply a partial payment: Pending items total \$1500.00 and customer only paid \$50.00. To apply payment, in the pay amount field erase the amount. Example: \$1500.00 is the full amount of the bill. Erase the amount and type in the amount of payment \$50.00 click the refresh button and the balance of \$1450.00 will drop down to a new line for future payment.

48. Click **Save**

Payment Worksheet Application

Deposit Unit 01110 Deposit ID EXAMPLE1 Payment ID EXAMPLE1 Payment Sequence 1 Payment Currency USD
Payment Accounting Date 12/12/2018

Item Action
Entry Type Pay An Item Reason

Row Selection
Choice Select Range of Items Range Go

Item Display Control
Display All Items Go

Row Sorting
Sort All By Item Go

Item List
Detail 1 Detail 2 Detail 3 Detail 4 Detail 5 Detail 6

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID
	1	<input checked="" type="checkbox"/>	50.00	USD	FEES112618	1	01110	ST012	PY		<input type="checkbox"/>		
		<input type="checkbox"/>	1,450.00	USD	FEES112618	1	01110	ST012			<input type="checkbox"/>		
		<input type="checkbox"/>	2,179.00	USD	FY1901110_ST		01110	ST012			<input type="checkbox"/>		

Add with Detail Revenue Distribution Add Conversation Letter of Credit ID

Balance

Amount	50.00	Remaining	0.00	Unearned	0.00
Selected	50.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Save Return to Search Refresh

The Remaining amount is now 0.00 and the Selected amount is now = to the payment amount in the Balance section of the page. Before you can proceed to the next step worksheet needs to be balanced.

49. Click on the **Worksheet Action** link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01110 Deposit ID EXAMPLE1 Payment ID EXAMPLE1

Entered Date 12/12/2018 Status Batch Standard

Worksheet Action
Delete Worksheet
Delete Payment Group

Posting Action
Action: Batch Standard OK

Accounting Entry Action
Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

50. Set **Posting Action** to **Batch Standard**

51. Click **OK**

52. Click **Save**

If your deposit contains more than one line, you would click the Worksheet Selection Link on the bottom left of the page to return to the 1st line of the deposit. By clicking the "Next in List" button (available with multiple lines), this would allow you to navigate to other lines in the deposit. You would need to follow the Worksheet Action "Build" process for all lines of the deposit. Before clicking the Build button; verify you are working with the correct Customer and Business Unit.

53. Click **Save** when finished with each line of the deposit

The deposit is now set to post the next time the ARUPDATE process runs. ARUPDATE runs every night.

Enter Customer Deposit and Worksheet is Complete

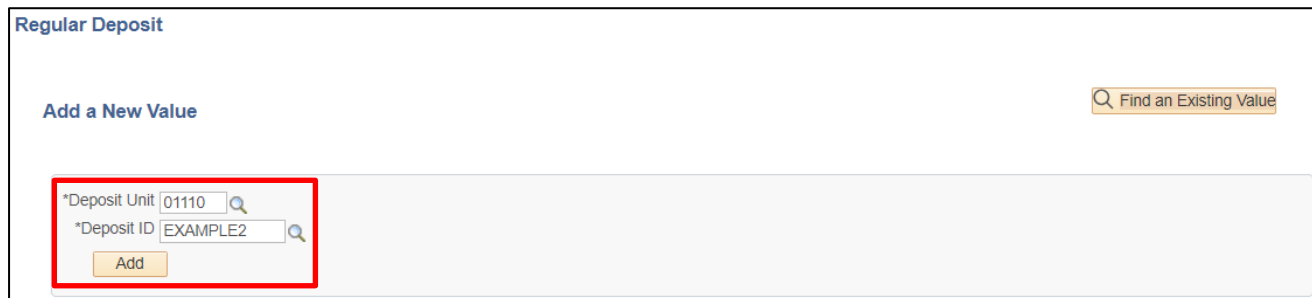
Enter Customer Deposit/Worksheet to Apply Payment On-Account

Possible situations when this function is used: Regular customer deposits are used to apply payments to customer accounts. Sometimes you can receive a payment from a customer that currently has no open receivables. If this occurs, you would place the payment On-Account.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Payments > Regular Deposit

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays, click on the **Add a New Value** button:



Regular Deposit

Add a New Value Find an Existing Value

*Deposit Unit 01110

*Deposit ID EXAMPLE2

Add

1. **Deposit Unit** - Leave as default **or** enter the Deposit unit
2. **Deposit ID** - Enter a Deposit ID
3. Click **Add**

The **Totals** page displays:

Totals **Payments**

Unit 01110 Deposit ID EXAMPLE2 Delete Deposit

*Accounting Date 08/25/2022 📅

*Bank Code PEOP3 🔍 M&T BANK

*Bank Account 0002 🔍 XXXXX0493

*Deposit Type C 🔍 Cash/Chks

Control Currency USD

Format Currency USD

Rate Type CRRNT

Exchange Rate 1.00000000 📊

Control Totals			
Control Total Amount	50.00	*Count	1
Entered Total Amount	0.00	Count	1
Difference Amount	0.00	Count	-1
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

Control Data	
*Received	08/25/2022 📅
*Entered	08/25/2022
Posted	
Assigned	EHOEFEL 🔍
User	EHOEFEL

💾 Save 📧 Notify 🔄 Refresh ➕ Add 📄 Update/Display

4. **Accounting Date** - Current date default (Do not change)
5. **Bank Code** - Enter Bank Code
6. **Bank Account** - Enter a Bank Account
7. **Deposit Type** - Enter Deposit Type (or deposit type defaults according to the Bank Code and Bank Account that's selected)
8. **Control Currency** - Defaults to USD (Do not Change)
9. **Control Total Amount** - Enter Control Total (This is the total amount of deposit)
10. **Count** - This is the number of payment lines (accounting lines) you will enter in the deposit
11. **Entered** - Current date default (field is grayed out)
12. **Received** - Should equal bank deposit date
13. Click on the **Payments** tab

The **Payments Information** page displays:

The screenshot shows the 'Payments Information' page. At the top, there are tabs for 'Totals' and 'Payments'. Below the tabs, a header displays 'Unit 01110', 'Deposit ID EXAMPLE2', 'Date 08/25/2022', and 'Balance Balanced'. The main content area is divided into three sections: 'Payment Information', 'Customer Information', and 'Reference Information'. The 'Payment Information' section contains fields for 'Payment Seq' (1), 'Amount' (50.00), '*Payment ID' (EXAMPLE2), '*Accounting Date' (08/25/2022), 'Currency' (USD), 'Rate Type' (CRRNT), 'Exchange Rate' (1.00000000), 'Payment Predictor' (checked), 'Journal Directly' (unchecked), 'Range of References' (unchecked), 'Payment Method' (Check), 'Attachments (0)', and 'View Audit Logs'. The 'Customer Information' section includes fields for 'Customer ID' (ST003), 'Business Unit' (01110), 'Remit From' (ST003), 'Remit SetID' (01110), 'Name' (Finance and Management), 'Corporate' (ST003), 'Corporate SetID' (01110), 'SubCust1', 'SubCust2', 'MICR ID', and 'Link MICR'. The 'Reference Information' section features a table with columns 'Qual Code', 'Reference', and 'To Reference'. At the bottom of the page, there are buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

Payment Information section:

14. **Payment ID** - Enter Payment ID for first payment line
15. **Accounting Date** - Defaults in from the totals page
16. **Amount** - Enter Amount for first payment line
17. **Currency** - Defaults in from the totals page
18. **Payment Predictor** - Defaults as checked.

Note: To utilize this functionality, follow the *Enter a Customer Deposit/Worksheet using Payment Predictor exercise*.

19. **Journal Directly** - Do not select for customer deposits
20. **Payment Method** - Defaults as Check, accept default

Customer Information section:

21. **Cust ID** - Enter Customer ID
22. **Business Unit** - Enter Business Unit

Reference Information section:

23. **Qual Code** - Defaults as I (Item) – Accept default
24. **Reference** - Enter Invoice ID or Item ID associated with Pending Item

Note: This must be filled in if using *Payment Predictor Processing Functionality*. To utilize this functionality, follow the *Enter a Customer Deposit/Worksheet using Payment Predictor exercise*.

25. Click **Refresh** - The Customer Name and Remit From (and Corporate) Customer ID and SetID (and Corporate) default into the Customer Information section
26. Click **Save**

The deposit should be Balanced (see the upper right corner of the Payments Tab):

Totals	Payments
Unit 01110	Deposit ID EXAMPLE2
Date 08/25/2022	Balance Balanced

27. Click on the **Totals** tab

The **Totals** page displays:

Totals	Payments																														
Unit 01110	Deposit ID EXAMPLE2																														
Delete Deposit																															
View Audit Logs																															
*Accounting Date 08/25/2022	Control Currency USD																														
*Bank Code PEO3 M&T BANK	Format Currency USD																														
*Bank Account 0002 XXXXX0493	Rate Type CRRNT																														
*Deposit Type C Cash/Chks	Exchange Rate 1.00000000																														
Control Totals <table border="1"> <tr> <td>Control Total Amount</td> <td>50.00</td> <td>*Count</td> <td>1</td> </tr> <tr> <td>Entered Total Amount</td> <td>50.00</td> <td>Count</td> <td>1</td> </tr> <tr> <td>Difference Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> <tr> <td>Posted Total Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> <tr> <td>Journalled Total Amount</td> <td>0.00</td> <td>Count</td> <td>0</td> </tr> </table>	Control Total Amount	50.00	*Count	1	Entered Total Amount	50.00	Count	1	Difference Amount	0.00	Count	0	Posted Total Amount	0.00	Count	0	Journalled Total Amount	0.00	Count	0	Control Data <table border="1"> <tr> <td>*Received</td> <td>08/25/2022</td> </tr> <tr> <td>*Entered</td> <td>08/25/2022</td> </tr> <tr> <td>Posted</td> <td></td> </tr> <tr> <td>Assigned</td> <td>EHOEFEL</td> </tr> <tr> <td>User</td> <td>EHOEFEL</td> </tr> </table>	*Received	08/25/2022	*Entered	08/25/2022	Posted		Assigned	EHOEFEL	User	EHOEFEL
Control Total Amount	50.00	*Count	1																												
Entered Total Amount	50.00	Count	1																												
Difference Amount	0.00	Count	0																												
Posted Total Amount	0.00	Count	0																												
Journalled Total Amount	0.00	Count	0																												
*Received	08/25/2022																														
*Entered	08/25/2022																														
Posted																															
Assigned	EHOEFEL																														
User	EHOEFEL																														
Save Notify Refresh	Add Update/Display																														

Note: The Control Total Amount and Count and the Entered Total Amount and Count should be the same. If you have a difference, review payment lines to find the difference and correct it.

Regular Customer Deposit is Complete

Next step is to build a payment worksheet.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

Create Payment Worksheet

Find an existing payment

▼ **Search Criteria**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Deposit Unit = 01110

Deposit ID begins with EXAMPLE2

Payment Sequence =

Payment ID begins with

Payment Status =

User ID begins with

Assigned Operator ID begins with

Payment Predictor Method begins with

Accounting Date =

^ Show fewer options

☐ Case Sensitive

Search Clear

Since we navigated from the regular deposit the Deposit ID defaults. If you did not navigate from the regular deposit you would need to enter the deposit number.

28. Deposit Unit - Accept default **or** Enter Deposit Unit

29. Deposit ID - Accept Default **or** Enter Deposit ID

30. Click [Search](#)

The **Payment Worksheet Selection** page displays:

Deposit Unit 01110
Payment ID EXAMPLE2
Payment Predictor

Deposit ID EXAMPLE2
Payment Amount 50.00 USD

Deposit Status None Applied
Payment Status Identified

Customer Criteria
Customer Items

Customer Reference

Find | View All
First 1 of 1 Last

Customer ID ST003
Business Unit 01110

Name Finance and Management

Remit SetID 01110
Remit From ID ST003

Corporate SetID 01110
Corporate ID ST003

MICR ID
Link MICR

Reference Criteria
None

Item Reference
Personalize | Find | View All
First 1 of 1 Last

Restrict to
All Customers

Match Rule
Exact Match

Detail Reference
Item Status

Item Inclusion Options

☒ All Items
☐ Deduction Items Only
☐ Items in Dispute Only
Advanced Inclusion Options

☐ Exclude Collection Items
☐ Exclude Deduction Items
☐ Exclude Dispute Items

Worksheet Action

Build
Clear

Created at
Items 0

Worksheet Selection
Worksheet Application
Worksheet Action

Save
Return to Search
Notify
Refresh

In this example, since there is only one line within the payment it pops you into the worksheet page. If you have more than one payment line you would see a list of payment lines in search results.

- 31. Deposit Status** - Defaults to None Applied
- 32. Customer Criteria** - Defaults to Customer Items
- 33. Customer ID** - Defaults (verify correct customer defaults)
- 34. Business Unit** - Defaults (verify correct business unit defaults)
- 35. Reference Criteria** - Accept defaults
- 36. Item Inclusion Options** - Defaults as **All Items**, accept default
- 37. Click Build**

The **Payment Worksheet Application** page displays:

Payment Worksheet Application

Deposit Unit 01110 Deposit ID EXAMPLE2 Payment ID EXAMPLE2 Payment Sequence 1 Payment Currency USD
 Payment Accounting Date 12/14/2018

Item Action
 Entry Type Pay An Item Reason

Row Selection
 Choice Select Range of Items Range Go

Item Display Control
 Display All Items Go

Row Sorting
 Sort All By Item Go

Item List Personalize

Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Detail 6										
View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID		
	1	<input type="checkbox"/>	1,837.00	USD	FY1901110_ST	<input type="text"/>	01110	ST003			<input type="checkbox"/>				

Add with Detail Revenue Distribution Add Conversation Letter of Credit ID

Balance

Amount	50.00	Remaining	50.00	Unearned	0.00
Selected	0.00	Discount	0.00	Earned	0.00
Adjusted	0.00	Write Off	0.00		

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Refresh

The Worksheet is comprised of all open items that exist on a customer account. If there isn't any open receivable to apply a payment, the Item List section will be blank. Since this deposit does not apply to an open receivable, you should insert a new row by clicking on the **+** button on the far right of the page.

Item Action section:

38. Entry Type - Defaults as **Pay An Item**, accept default

Item List section: This section shows all open items that exist for customer

Balance section:

39. Amount - Defaults amount of payment line selected

40. Selected - Totals for each line selected. The selected amount should equal the Total of Amount once all lines are selected.

41. Adjusted - Totals any lines that are adjustments

42. Remaining - Total amount of payment. Amount decreases when selecting lines to apply payment. Once the worksheet is completed the remaining amount should be zero.

43. Discount - Not currently used by SOV

44. Write off - Totals amount of write-offs

45. Unearned - Not currently used by SOV

46. Earned - Not currently used by SOV

Payment Worksheet Application

Deposit Unit 01110 Deposit ID EXAMPLE2 Payment ID EXAMPLE2 Payment Sequence 1 Payment Currency USD

Payment Accounting Date 12/14/2018

Item Action
Entry Type: Pay An Item Reason:

Row Selection
Choice: Select Range of Items Range: Go

Item Display Control
Display: All Items Go

Row Sorting
Sort All By: Item Go

Item List

View Detail	Remit Seq	Sel	Pay Amt	Cur	Item ID	Item Line	Unit	Customer	Type	Reason	Disc	Disc Amt	Service Purchase ID
	1	<input type="checkbox"/>	1,837.00	USD	FY1901110_ST	<input type="text"/>	01110	ST003	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>		
	2	<input checked="" type="checkbox"/>	-50.00	USD	OA-33509	<input type="text"/>	01110	ST003	OA	OA	<input type="checkbox"/>		

Add with Detail Revenue Distribution Add Conversation Letter of Credit ID

Balance

Amount	50.00	Remaining	0.00	Unearned	0.00
Selected	0.00	Discount	0.00	Earned	0.00
Adjusted	-50.00	Write Off	0.00		

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Save Return to Search Refresh

To place a payment **On Account**:

47. Payment Amount - Enter the amount of the payment with a **minus sign** in the **Pay Amt** field

48. Type - Click the **Magnifying Glass** beside Type and choose **OA**

49. Reason - Click the **Magnifying Glass** beside Reason and choose **OA**

50. Click **Refresh**

The remaining amount is 0.00 and Adjusted should equal Amount. Your worksheet is balanced.

51. Click **Save**

52. Click on the **Worksheet Action** link

The **Payment Worksheet Action** page displays:

Payment Worksheet Action

Deposit Unit 01110 Deposit ID EXAMPLE2 Payment ID EXAMPLE2

Entered Date 12/14/2018 Status Do Not Post

Worksheet Action
Delete Worksheet
Delete Payment Group

Posting Action
Action: Do Not Post OK

Accounting Entry Action
Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

53. Change **Posting Action** to **Batch Standard**

54. Click **OK**

55. Click **Save**

The deposit is now set to post the next time the ARUPDATE process runs. ARUPDATE runs every night.

On Account Customer Deposit/Worksheet is Complete

Deposit Spreadsheet Load

Possible situations when this function is used: Deposit Spreadsheet Load automates the process of creating Deposits and Payments to be applied against Customer Account Items in Accounts Receivable. Deposit Spreadsheet format is available for posting and applying payments from a spreadsheet format through the processing of the payment application. In order to complete the application, the payment information must include reference information such as the Customer and Business Unit or the Invoice id. This eliminates manual creation of Payment Worksheets to apply payments to the Customer Account.

Enter Spreadsheet Data

1. Open the Deposit Spreadsheet The Spreadsheet opens to the Data Sheet tab:

	Process ?	Deposit Unit	Deposit ID	User ID	Control Count	Control Total	Received Date
1							
2	000	000	000	000	000	000	
3	Y	03410	DEPOSITID80	JHARRIS	2	2013.00	2018-12-31
4	Y						2018-12-31
5	Y	03400	DEPOSITID82	JHARRIS	1	10.00	2018-12-31

Note: Spreadsheet will be delivered when user receives security access to use the spreadsheet load functionality.

Caution: If data is pasted into the spreadsheet from another electronic source use the “Paste Values” option to avoid changing formats and formulas necessary for processing the data.

Scrolling to the right on the data input worksheet reveals the records requiring input to create a deposit and related payment(s). Each separate record has a color-coded heading. The first record is identified above in blue is the Deposit Control data familiar from the online data entry.

Enter Deposit Control data:

2. **000 Process ?** - Always enter Y for the rows you wish to process. A value of “N” will cause the process to skip the row
3. **000 Deposit Unit** - Enter the AR Business Unit for the deposit. Leave this blank to process additional rows of payments included with the deposit id. Any value in this field causes the process to create a new deposit rather than adding the additional payment to the deposit. In this example the first two rows are a single deposit with multiple associated payments
4. **000 Deposit ID** - Enter the deposit ID used for this deposit
5. **000 User ID** - User ID assigned to process this deposit
6. **000 Control Count** - Number of payments included in the deposit
7. **000 Control Total** - Total amount of the payments included in the deposit
8. **000 Bank Code** - The bank code that the funds were deposited in (ex. BGS, PEOP3)
9. **000 Bank Account** - The account that the funds were deposited in (ex. 001)
10. **000 Received Date** - Date the payment was received by the State

File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do						
Clipboard		Font		Alignment		Number
Paste	Cut	Arial	10	Wrap Text	General	Normal
Format Painter		B I U		Merge & Center	\$ %	Neutral
P1						
	P	Q	Z	AA	AG	AH
1						
2	001	001	002	002	003	003
3	Payment ID	Payment Amount	Customer ID	Business Unit	Reference Qualifier Code	Reference
4	0000029516	2176.00	COR51	01163	I	63089717
5	0000029516	0.24	IQ1	01163	I	63089610
6	0000029516	50.00	HD36	01163	I	63089475
7	0000029516	50.00	HD47	01163	I	63089476
8	0000029516	1093.78	EC11	01163	I	63088788
9	0000029516	50.00	DG9	01163	I	63089777
10	0000029516	186.00	DG8	01163	I	63089776
11	0000029516	560.67	DG7	01163	I	63089910
12	0000029516	50.00	DG5	01163	I	63089775
13	0000029516	106.50	NR11	01163	I	63089614
14	0000029516	149.00	COR54	01163	I	63089718
15	0000029516	50.00	DG14	01163	I	63089773
16	0000029516	50.00	DG12	01163	I	63089772
17	0000029516	50.00	DG1	01163	I	63089770
18	0000029516	442.00	sec11	01163	I	63089871
19	0000029516	259.00	sec13	01163	I	63089872
20	0000029516	377.00	sec5	01163	I	63089873
21	0000029516	50.00	sec7	01163	I	63089874
22	0000029516	342.00	PSB1	01163	I	63089854
23	0000029523	50.00	TAX5	01163	I	63089877
24	0000029523	6380.53	TAX9	01163	I	63089954
25	0000029523	69.76	TAX8	01163	I	63089953
26	0000029523	1992.16	TAX4	01163	I	63089952

Scroll to the **Payment Information** section:

The second record is the Payment Information. This is the header information on the Payment Page when entering this data online. Note the key fields from the header record are not displayed so that the Deposit BU and Deposit ID do not have to be entered again and will default from columns D and E.

11. 001 Payment ID - Payment reference identification. These lines should be repeated for every item on the payment

12. 001 Payment Amount - Enter the amount of the payment for that item

Scroll to the **Customer Information**:

The third record populated from the spreadsheet is the Customer Reference information. This identifies the **Customer** and **Business Unit** referred to on the payment invoice.

13. 002 Customer ID - Payment reference identification

14. 002 Payment Business Unit - Enter the AR Business Unit for the Accounts Receivable Customer

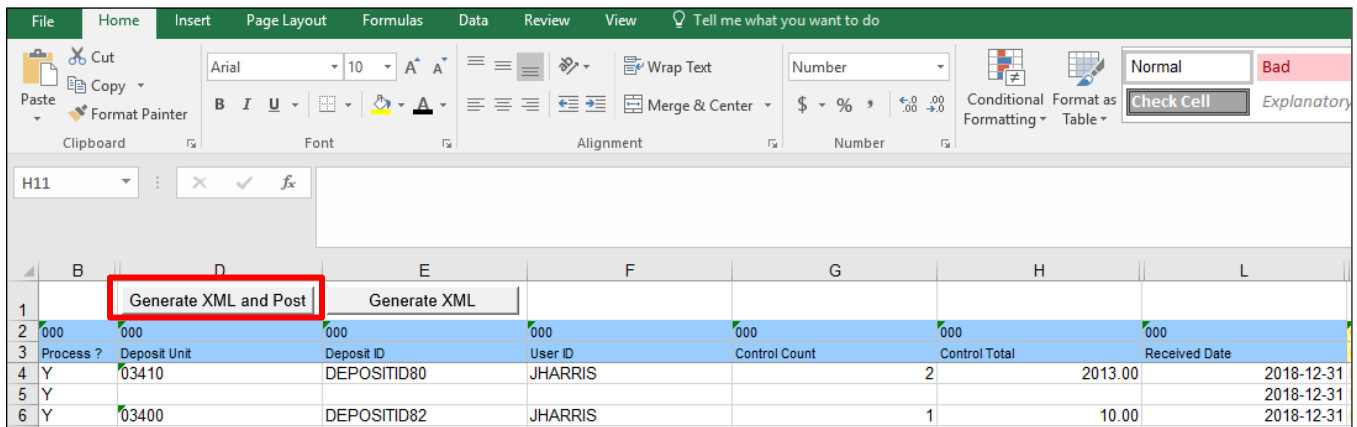
Scroll to the **Item Reference Information** section:

The final record is the detail Item Reference information. This data references the specific Accounts Receivable Item that is referenced for payment.

15. 003 Reference Qualifier Code - Payments processed by the state reference the Item/Invoice ID. The value to use is "I"

16. 003 Reference – Detail reference value. This is the Item ID which this payment is applied to

Navigate to Column D, Row 1:



17. Select Generate XML and Post

The Login connection pop up box is displayed:

The screenshot shows a 'Login' dialog box with a close button (X) in the top right corner. The dialog box contains three input fields: 'User ID', 'Password', and 'Address'. The 'Address' field contains the text 'https://finance.erp.vermont.gov/'. Below the input fields, there is a text label 'http(s)://<Integration Broker Gateway Server>: <port>/' and two checked checkboxes: 'Generate log file' and 'Dedicated Integration Broker Gateway'. At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a red rectangular box.

Enter the appropriate connection information for transmitting to the Excel Load staging tables:

18. User ID - Your VISION user ID

19. Password - Password for your VISION login

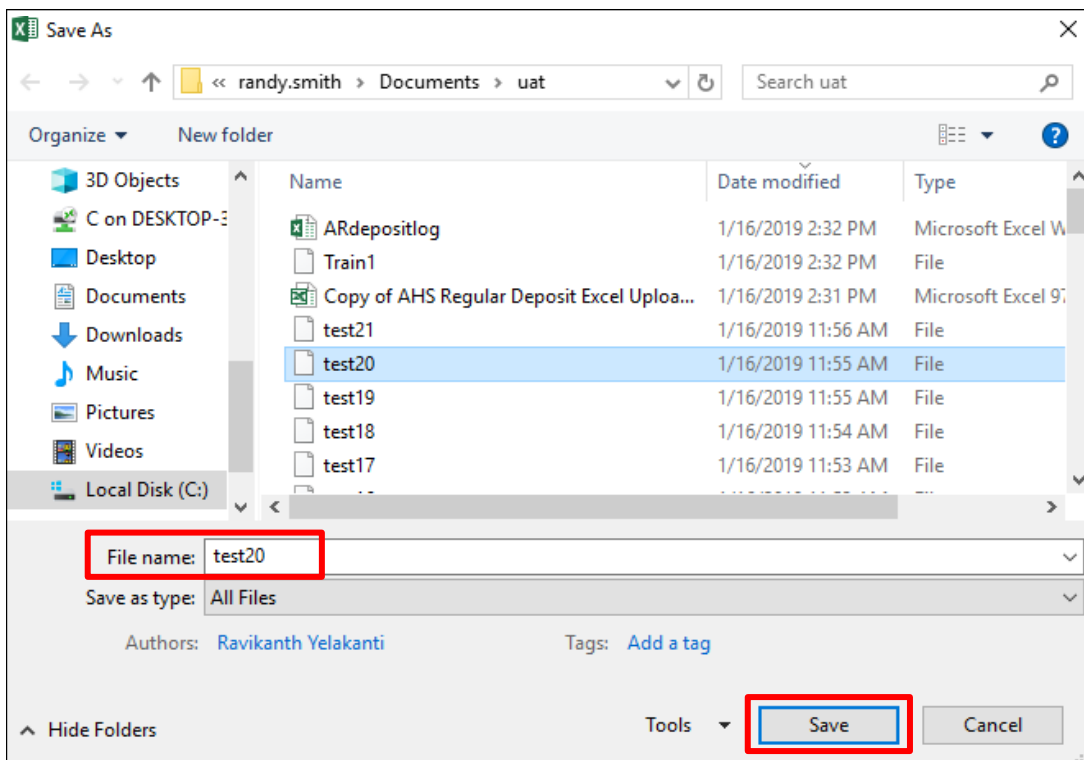
20. ADDRESS - The machine address to link to VISION (<https://finance.erp.vermont.gov/>)

21. Generate log file - Leave value checked to maintain an Excel file log of the deposits created from the file location of the Excel Deposit Load Spreadsheet

22. Dedicated Integration Broker Gateway - Leave value checked to use the default gateway for deposit load

23. Click OK to submit the deposit

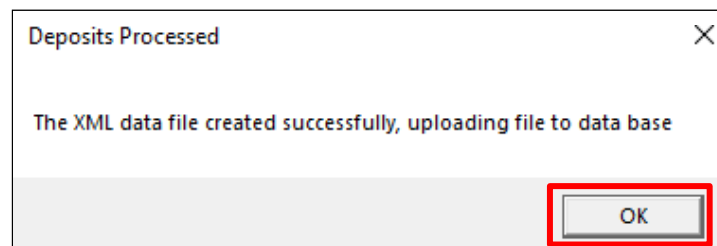
A pop-up File Explorer window gives the user an opportunity to save a file copy of the XML message generated by this submission:



24. Enter the filename and select a location to store the output

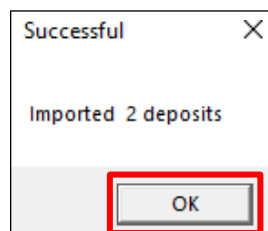
25. Click **Save**

A pop-up indicates the XML message is being processed:



26. Click **OK**

A pop-up indicates that the two deposits included in the spreadsheet have been imported to VISION:



27. Click **OK**. The deposits have now been loaded to VISION Excel Deposit staging tables and you must log into VISION to complete editing and loading the payments into the Regular Deposit pages

Process Loaded Spreadsheet Data

Log into VISION to complete the deposit load process.

Navigator Menu navigation: Accounts Receivable > Payments> Electronic Payments> Excel Edit Request

The **Request Excel Edit Process** page displays, click on the [Add a New Value](#) button:

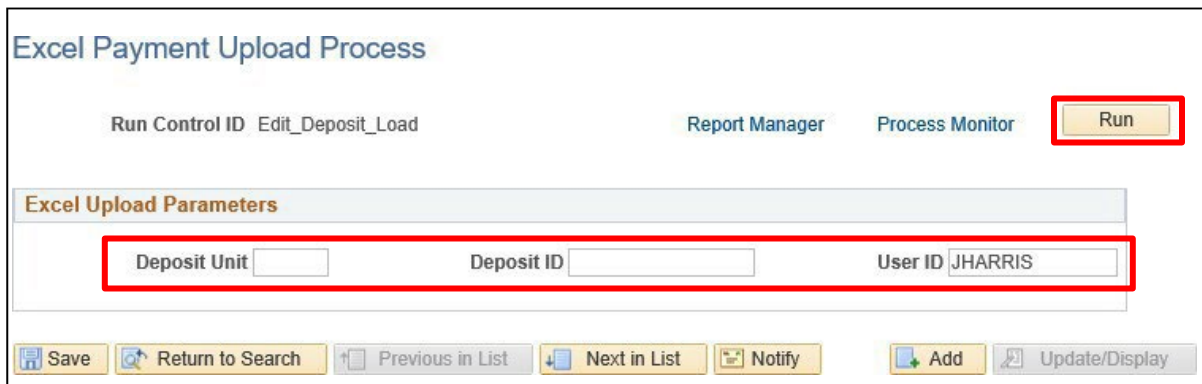


Search for an existing run control from the [Find and Existing Value](#) tab.

28. Run Control ID - Enter a unique Run Control ID

29. Click [Add](#)

Excel Payment Upload Process run control page displays:



Enter the appropriate run control parameters:

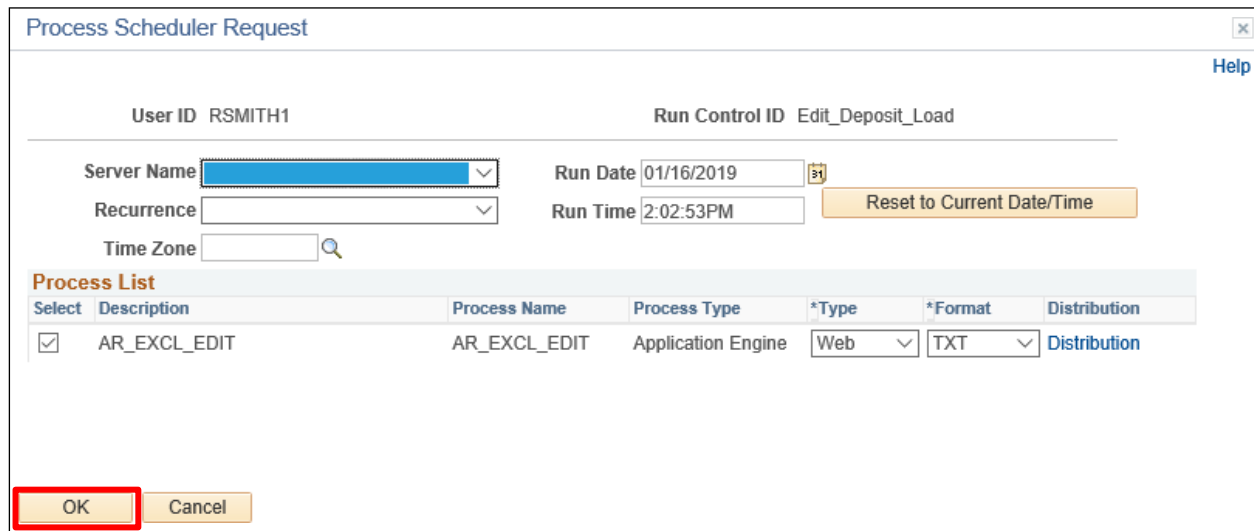
30. Deposit Unit - Enter a specific unit of loaded data or leave blank for all

31. Deposit ID - Enter a specific deposit id to edit or leave blank for all

32. User ID - Enter the id of the assigned user. Typically, this value or the BU should be used to avoid processing other deposits

33. Click [Run](#)

The **Process Scheduler Request** window opens:



The **Process Scheduler Request** window displays the following information:

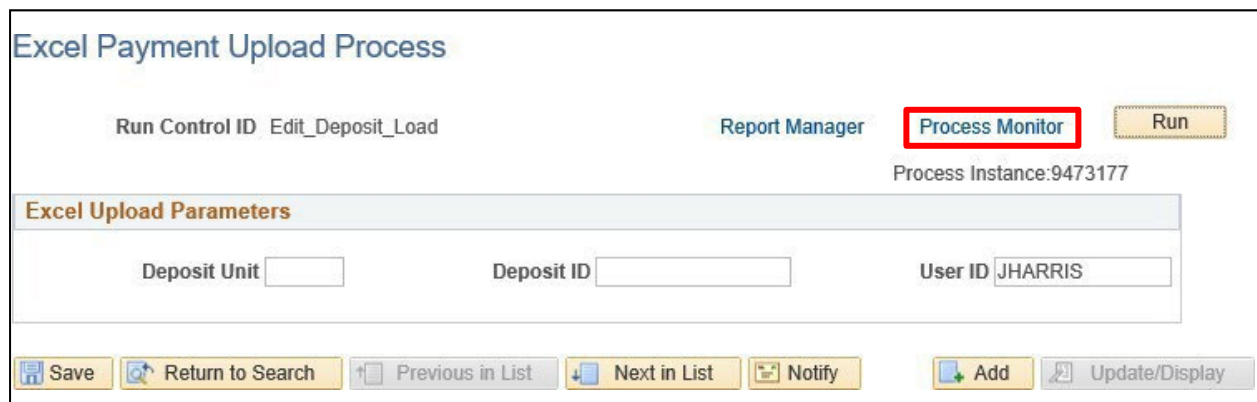
- User ID:** RSMITH1
- Run Control ID:** Edit_Deposit_Load
- Server Name:** (dropdown menu)
- Run Date:** 01/16/2019
- Recurrence:** (dropdown menu)
- Run Time:** 2:02:53PM
- Time Zone:** (dropdown menu)
- Reset to Current Date/Time** button
- Process List** table:

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	AR_EXCL_EDIT	AR_EXCL_EDIT	Application Engine	Web	TXT	Distribution

At the bottom, there are **OK** and **Cancel** buttons. The **OK** button is highlighted with a red box.

34. Click **OK**

You are returned to the **Excel Payment Upload Process** run control page:



The **Excel Payment Upload Process** run control page displays the following information:

- Run Control ID:** Edit_Deposit_Load
- Report Manager** link
- Process Monitor** link (highlighted with a red box)
- Run** button
- Process Instance:** 9473177
- Excel Upload Parameters** section:

Deposit Unit	Deposit ID	User ID JHARRIS
---------------------	-------------------	------------------------

At the bottom, there are several buttons: **Save**, **Return to Search**, **Previous in List**, **Next in List**, **Notify**, **Add**, and **Update/Display**.

35. Click on the **Process Monitor** link to verify edit is completed

The **Process Monitor** displays:

View Process Requests

User ID: Type: Last: Days: [Refresh](#)

Server: Name: Instance: Range: [Clear](#)

Run Status: Distribution Status: ☒ Save On Refresh [Report Manager](#) [Reset](#)

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437127		Test_EJH_PT	Application Engine	AR_EXCL_EDIT	EHOEFEL	01/18/2024 9:09:52AM EST	Success	Posted	Details	Actions

36. Click [Refresh](#) until the **Run Status** = **Success** and the **Distribution Status** = **Posted** indicating the edit is completed

Navigator Menu navigation: Accounts Receivable > Payments > Electronic Payments > Excel Error Correction

The **Excel Upload Deposit Errors** page displays:

Excel Upload Deposit Errors

Deposit Unit: Deposit ID: Payment ID: User ID:

Deposit Selection Options

☒ Error Deposits Only ☐ All Deposits ☐ Deposits without Errors [Search](#) [Clear](#)

[Load Deposits to Staging Tables](#) [Process Monitor](#)

Deposits										
Delete	Deposit Unit	Deposit ID	Deposit Errors	Accounting Date	User ID	Message 1	Message 2	Message 3	Message 4	Message 5
<input type="checkbox"/>	03400	DEPOSITID81	N	01/16/2019	JHARRIS	Customer Remit Customer ID Invalid				

☒ Select All ☐ Deselect All [Delete Selected Deposits](#)

Enter the appropriate search parameters to locate the loaded deposit:

37. Deposit Unit - Enter a specific unit of loaded data or leave blank for all

38. Deposit ID - Enter a specific deposit id to edit or leave blank for all

39. Payment ID - Enter a specific payment id or leave blank for all

40. User ID - Enter the id of the assigned user

Chose a Deposit Selection Options value:

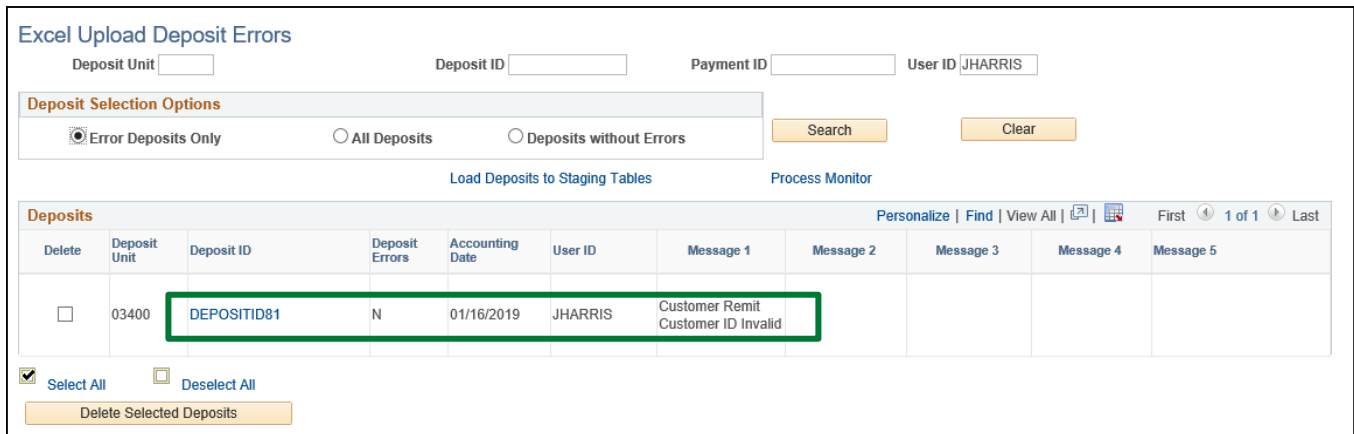
41. Error Deposits Only - Search will return deposits that are in error after the edit process is completed

42. All Deposits - Search will return all deposits that are in the Excel Deposit staging tables that meet the selected search criteria. **Note: Deposits will not display if the edit process has passed without error. Deposits that successfully pass edit are ready to load to the Regular Deposit pages in the next process**

43. Deposits Without Errors - Search will return deposits that are in the Excel Deposit staging tables that meet the selected search criteria and have not yet been run through the edit process

44. Click [Search](#)

A list of deposits matching the selection criteria is displayed:



The screenshot shows the 'Excel Upload Deposit Errors' interface. At the top, there are input fields for 'Deposit Unit', 'Deposit ID', 'Payment ID', and 'User ID' (set to JHARRIS). Below these is a 'Deposit Selection Options' section with three radio buttons: 'Error Deposits Only' (selected), 'All Deposits', and 'Deposits without Errors'. There are 'Search' and 'Clear' buttons. Below the options are links for 'Load Deposits to Staging Tables' and 'Process Monitor'. The main section is a table titled 'Deposits' with columns: Delete, Deposit Unit, Deposit ID, Deposit Errors, Accounting Date, User ID, Message 1, Message 2, Message 3, Message 4, and Message 5. A single row is displayed with Deposit Unit 03400, Deposit ID DEPOSITID81, and Message 1 containing the error 'Customer Remit Customer ID Invalid'. At the bottom, there are checkboxes for 'Select All' and 'Deselect All', and a 'Delete Selected Deposits' button.

Delete	Deposit Unit	Deposit ID	Deposit Errors	Accounting Date	User ID	Message 1	Message 2	Message 3	Message 4	Message 5
<input type="checkbox"/>	03400	DEPOSITID81	N	01/16/2019	JHARRIS	Customer Remit Customer ID Invalid				

In this example one deposit is in error. Error deposits display up to 5 separate error messages indicating corrections that are needed to fix the loaded deposit and pass the edit process.

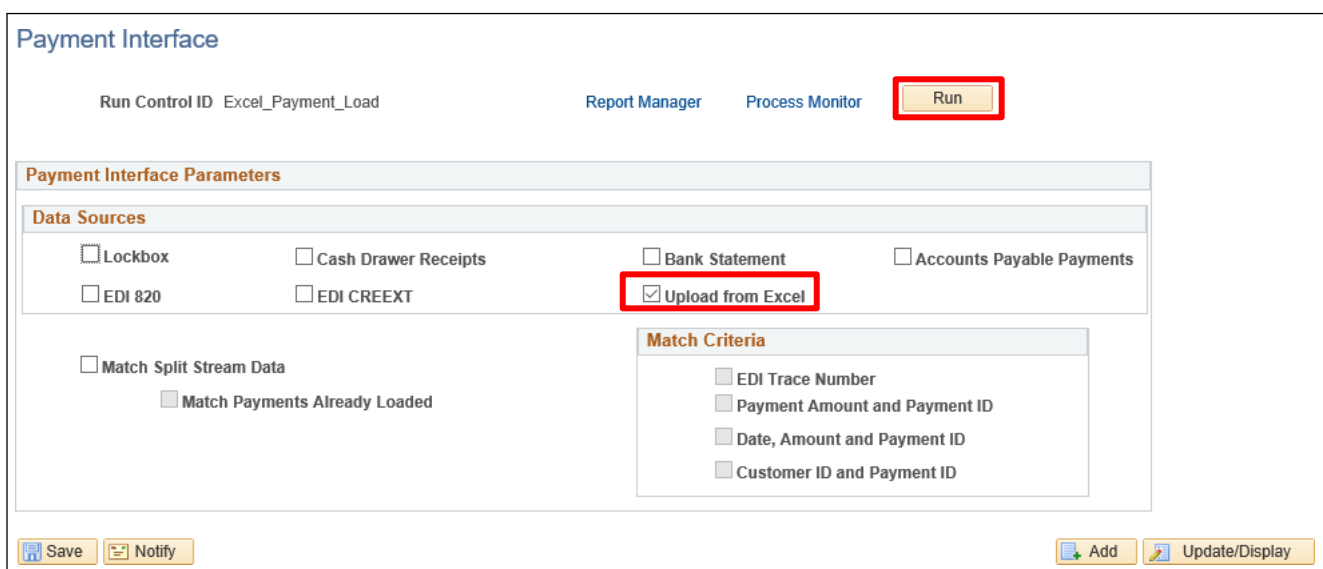
45. To fix edits there are two options:

- Use the **Deposit ID link** to open the Excel Upload Error Correction and fix the indicated error. If the error is in the reference data, then use the Reference link from Error Correction page on the Payment detail line to open the References correction page to make corrections
- The alternative action is to select the **Delete Check box** and then the **Delete Selected Deposits** link to clear the staging and then re load a corrected deposit

The deposit loaded for Business Unit 03410 is not displayed as it was successful and is now ready to load to the Regular Deposit pages.

Navigator Menu navigation: Accounts Receivable > Payments > Electronic Payments > Process Payment Interface

The **Payment Interface** run control page displays:



The screenshot shows the 'Payment Interface' run control page. At the top, there is a 'Run Control ID' field set to 'Excel_Payment_Load'. To the right are links for 'Report Manager', 'Process Monitor', and a 'Run' button (highlighted with a red box). Below this is a 'Payment Interface Parameters' section. Under 'Data Sources', there are checkboxes for 'Lockbox', 'Cash Drawer Receipts', 'Bank Statement', 'Accounts Payable Payments', 'EDI 820', and 'EDI CREEXT'. The 'Upload from Excel' checkbox is checked and highlighted with a red box. Below 'Data Sources' is a 'Match Split Stream Data' checkbox and a 'Match Payments Already Loaded' checkbox. To the right of these is a 'Match Criteria' section with four checkboxes: 'EDI Trace Number', 'Payment Amount and Payment ID', 'Date, Amount and Payment ID', and 'Customer ID and Payment ID'. At the bottom, there are 'Save' and 'Notify' buttons on the left, and 'Add' and 'Update/Display' buttons on the right.

46. Select **Upload from Excel** to indicate the type of payment load being processed

47. Click **Run**

The **Process Scheduler Request** window opens:

Process Scheduler Request

User ID RSMITH1 Run Control ID Excel_Payment_Load

Server Name Run Date 01/16/2019

Recurrence Run Time 8:55:30PM [Reset to Current Date/Time](#)

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	PS/AR Payment Loader	AR_PAYLOAD	Application Engine	Web	TXT	Distribution

[OK](#) [Cancel](#)

48. Click **OK**

The AR Payment Loader process is executed, and you are returned to the **Payment Interface** page:

Payment Interface

Run Control ID Excel_Payment_Load [Report Manager](#) [Process Monitor](#) [Run](#)

Process Instance:9473179

Payment Interface Parameters

Data Sources

☐ Lockbox ☐ Cash Drawer Receipts ☐ Bank Statement ☐ Accounts Payable Payments

☐ EDI 820 ☐ EDI CREEXT ☒ Upload from Excel

☐ Match Split Stream Data ☐ Match Payments Already Loaded

Match Criteria

☐ EDI Trace Number ☐ Payment Amount and Payment ID

☐ Date, Amount and Payment ID ☐ Customer ID and Payment ID

[Save](#) [Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#) [Add](#) [Update/Display](#)

49. Click on the **Process Monitor** link

The **Process Monitor** displays:

Process List

Server List

View Process Requests

User ID

EHOEFEL

Q

Type

Last

2

Days

Refresh

Server

Name

Q

Instance

Range

Clear

Run Status

Distribution Status

Save On Refresh

Report Manager

Reset

Process List

1-9 of 9

>

>|

View All

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437127		Test_EJH_PT	Application Engine	AR_PAYLOAD	EHOEFEL	01/18/2024 9:09:52AM EST	Success	Posted	Details	Actions

50. Click **Refresh** until the **Run Status** is **Success** and the **Distribution Status** = **Posted** indicating edit is completed

The payment has been loaded into the Regular Deposit and Payment Worksheet.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Payments > Apply Payment

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Create Worksheet

The **Create Payment Worksheet** page displays:

Create Payment Worksheet

Find an existing payment

▼ Search Criteria

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches

Choose from recent searches

Saved Searches

Choose from saved searches

*Deposit Unit

=

▼

03410

Deposit ID

begins with

▼

DEPOSITID80

Payment Sequence

=

▼

Payment ID

begins with

▼

Payment Status

=

▼

User ID

begins with

▼

Assigned Operator ID

begins with

▼

Payment Predictor Method

begins with

▼

Accounting Date

=

▼

^ Show fewer options

☐ Case Sensitive

Search

Clear

Enter search criteria to locate payment worksheets created by payment predictor:

51. Deposit Business Unit - Enter Deposit Business Unit

52. Click **Search**

The **Payment Worksheet Selection** page displays:

Payment Worksheet Selection

Deposit Unit 03410
Deposit ID DEPOSITID80
Deposit Status None Applied

Payment ID PAYMENTID80
Payment Amount 2,012.00 USD
Payment Status Identified

☒ Payment Predictor

Customer Criteria

Customer Criteria

Customer Items

Customer Reference

Find | View All

First 1 of 1 Last

Customer ID 00005

Business Unit 03410

Name Pfizer Inc 00005

Remit SetID 03410

Remit From ID 00005

Corporate SetID 03410

Corporate ID 00005

MICR ID

Link MICR

Reference Criteria

Reference Criteria

Specific Value

Restrict to

All Customers

Match Rule

Exact Match

[Detail Reference](#)
[Item Status](#)

Item Reference

Personalize | Find | View All

First 1 of 1 Last

Qual Code

Reference

MFG_00005_2016

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

Build

Clear

Created at

Items 0

Worksheet Selection

Worksheet Application

Worksheet Action

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

Values that are preset from the spreadsheet load include:

- **Payment Predictor** - The payment is flagged for Payment predictor indicating that this payment is ready to be processed by Payment Predictor to automatically apply the payment. This is a good alternative to manually applying the payments that are loaded through an interface and have valid reference data
- **Customer Reference Criteria** - Prepopulated to identify the Customer and Business Unit for manual payment application or Payment Predictor
- **Item Reference Criteria** - The Customer Open Item is identified for manual payment application or Payment Predictor

The payments load process is complete and the loaded payments are ready for payment application either manually or by automation with Payment Predictor.

Deposit Spreadsheet Load is Complete

How to Run Payment Predictor

Payment Predictor is a process that creates Payment Worksheets automatically. There are several features of a payment that are important for the process to function properly. Payment Predictor processes payments:

- From a Deposit which has a **Balance Status = Balanced**.
- **Payment Predictor** flag is selected

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Payments > Request Payment Predictor

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Request Payment Predictor

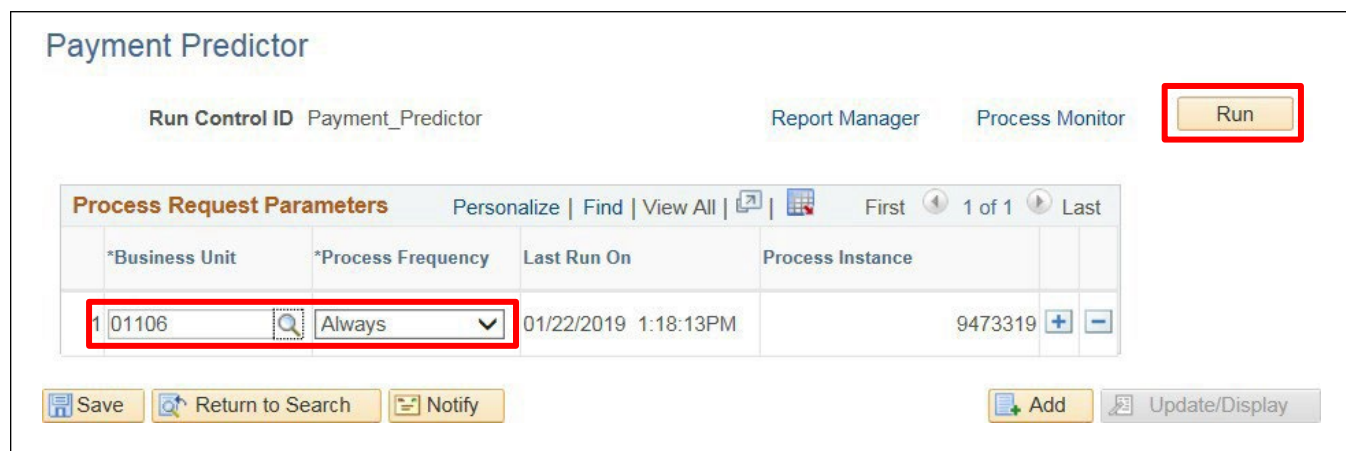
The **Request Payment Predictor** page displays, click on the **Add a New Value** button:



Use the **Find and Existing Value** search if a Run Control is already configured.

1. **Run Control ID** - Enter a unique Run Control ID
2. Click **Add**

The **Payment Predictor** Run Control page displays:



*Business Unit	*Process Frequency	Last Run On	Process Instance
1 01106	Always	01/22/2019 1:18:13PM	9473319

Enter run control parameters to process the selected deposits:

3. **Business Unit** - Enter Business Unit or use the **Magnifying Glass** to select
4. **Process Frequency** - Select **Always**
5. Click **Run**

The **Process Scheduler Request** window opens with the PS/AR Payment Predictor process selected:

6. Click **OK**

You are returned to the **Payment Predictor** page:

7. Click on the **Process Monitor** link

The **Process Monitor** displays:

8. Click **Refresh** until the ARPREDC process has a **Run Status** of **Success** and **Distribution Status** of **Posted**

Payment predictor has now created a Payment Worksheet(s) set to Batch Standard. When ARUPDATE runs it will post the deposits to the customer's accounts.

How to Run Payment Predictor is complete

Delete a Customer Deposit That Has Not Posted

Possible situations when this function is used: It may be necessary to delete a Regular Customer deposit before it posts to the Accounts Receivable module. Some possible reasons are: The Deposit ID may be incorrect, or it may be a duplicate payment.

Note: *If a deposit has been posted and needs to be deleted (unposted), you will need to e-mail or contact Financial Operations to have it unposted (it should be within the current month or five business days of the new month). For deposits posted outside this timeframe, contact Financial Operations for proper procedures.*

Navigator Menu navigation: Accounts Receivable > Payments > Apply Payments > Finalize Worksheet

The **Finalize Payment Worksheet** page displays:

Finalize Payment Worksheet

Find an Existing Value

▼ **Search Criteria**

Enter any information you have and click Search. Leave fields blank for a list of all values.

🕒 Recent Searches Choose from recent searches ▼ ✎

🔖 Saved Searches Choose from saved searches ▼ ✎

*Deposit Unit = ▼ 01110 🔍

Deposit ID begins with ▼ TSAR27A112618 🔍

Payment Sequence = ▼

Payment ID begins with ▼ 🔍

Payment Status = ▼

User ID begins with ▼

Assigned Operator ID begins with ▼ 🔍

Payment Predictor Method begins with ▼ 🔍

Accounting Date = ▼

^ Show fewer options

☐ Case Sensitive

Search Clear

1. **Deposit Unit** - Leave as default **or** enter the appropriate Deposit Unit
2. **Deposit ID** - Enter appropriate Deposit ID
3. Click **Search**

Note: *If you are deleting a deposit with several payment lines a list of the deposit lines (groups) will appear for you to delete. If the deposit consists of only one line, as in this example, when you click the search button it will pop you into the Worksheet Action page automatically.*

The **Payment Worksheet Action** page displays:

The screenshot shows the 'Payment Worksheet Action' page. At the top, it displays 'Deposit Unit 01110', 'Deposit ID TSAR27A112618', and 'Payment ID UNPOST'. Below this, 'Entered Date 11/26/2018' and 'Status Do Not Post' are shown. The page is divided into three main sections: 'Worksheet Action', 'Posting Action', and 'Accounting Entry Action'. In the 'Worksheet Action' section, the 'Delete Worksheet' button is highlighted with a red rectangle. Below it is the 'Delete Payment Group' button. The 'Posting Action' section contains an 'Action:' dropdown menu set to 'Do Not Post' and an 'OK' button. The 'Accounting Entry Action' section has a 'Create/Review Entries' button. At the bottom, there are three tabs: 'Worksheet Selection', 'Worksheet Application', and 'Worksheet Action'. Below the tabs are three buttons: 'Save', 'Return to Search', and 'Notify'.

4. Click **Delete Worksheet** in the Worksheet Action section bottom left of page

Reminder: You would need to do each line of the deposit if there were more than one line.

The buttons on the page are now unavailable:

This screenshot shows the same 'Payment Worksheet Action' page, but all buttons are now disabled (grayed out). A green rectangle highlights the main content area, which includes the 'Entered Date', 'Status', and the three action sections. The 'Delete Worksheet' and 'Delete Payment Group' buttons in the 'Worksheet Action' section are now gray. The 'Action:' dropdown in the 'Posting Action' section is also gray, and the 'OK' button is disabled. The 'Create/Review Entries' button in the 'Accounting Entry Action' section is disabled. The tabs at the bottom ('Worksheet Selection', 'Worksheet Application', 'Worksheet Action') and the bottom buttons ('Save', 'Return to Search', 'Notify') remain visible but are not part of the highlighted area.

Next, navigate to...

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays:

Regular Deposit

[Find an Existing Value](#) + Add a New Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches ✎ Saved Searches Choose from saved searches ✎

*Deposit Unit = 01110 🔍
Deposit ID begins with TSAR27A112618 🔍
User ID begins with 🔍
Assigned Operator ID begins with 🔍
[Show fewer options](#)

☐ Case Sensitive

Search Clear

5. Enter Deposit Unit - Leave as default **or** enter the appropriate deposit unit

6. Enter Deposit ID - Enter appropriate Deposit ID

7. Click **Search**

The **Totals** page displays:

Totals **Payments**

Unit 01110 Deposit ID TSAR27A112618 Delete Deposit

[View Audit Logs](#)

*Accounting Date 11/26/2018 📅
*Bank Code PEOP3 🔍 M&T BANK
*Bank Account 0002 🔍 XXXXXX0493
*Deposit Type C 🔍 Cash/Chks

Control Currency USD
Format Currency USD
Rate Type CRRNT
Exchange Rate 1.00000000 📄

Control Totals			Control Data		
Control Total Amount	45.00	*Count 1	*Received	11/26/2018	📅
Entered Total Amount	45.00	Count 1	*Entered	11/26/2018	
Difference Amount	0.00	Count 0	Posted		
Posted Total Amount	0.00	Count 0	Assigned		🔍
Journalled Total Amount	0.00	Count 0	User		

Save Return to Search Notify Refresh Add Update/Display

8. Click **Delete Deposit**

The following warning **Message** opens:

Message

Delete this deposit? (6040,102)

If you delete the deposit, all deposit and payment information entered in this panel group will be deleted.

9. Click **Yes**

You are returned to the **Totals** page:

Totals

Payments

Unit 01110 Deposit ID TSAR27A112618

View Audit Logs

*Accounting Date 11/26/2018

*Bank Code PEOP3 M&T BANK


*Bank Account 0002 XXXXXX0493

*Deposit Type C Cash/Chks

Control Currency USD

Format Currency USD

Rate Type CRRNT

Exchange Rate 1.00000000 

Control Totals

Control Total Amount	45.00	*Count	1
Entered Total Amount	45.00	Count	1
Difference Amount	0.00	Count	0
Posted Total Amount	0.00	Count	0
Journalled Total Amount	0.00	Count	0

Control Data

*Received 11/26/2018

*Entered 11/26/2018

Posted

Assigned

User

The Delete Deposit button is no longer available as the deposit is deleted.

Next, to confirm that the deposit is deleted use the following navigation...

Navigator Menu navigation: Accounts Receivable > Payments > Online Payments > Regular Deposit

The **Regular Deposit** page displays:

The screenshot shows the 'Regular Deposit' page. At the top, there's a header 'Regular Deposit' and a button '+ Add a New Value'. Below this is a section 'Find an Existing Value' with a 'Search Criteria' dropdown. A instruction text says 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are two search history sections: 'Recent Searches' and 'Saved Searches', each with a dropdown menu and an edit icon. The main search area contains several input fields: '*Deposit Unit' (a dropdown menu with a value of '=') and '01110'; 'Deposit ID' (a dropdown menu with 'begins with' and the value 'TSAR27A112618'); 'User ID' (a dropdown menu with 'begins with' and a search icon); and 'Assigned Operator ID' (a dropdown menu with 'begins with' and a search icon). Below these fields is a link 'Show fewer options' and a checkbox 'Case Sensitive'. At the bottom of the search area are three buttons: 'Search', 'Clear', and 'Save Search'. Below the search area is a section 'Search Results' with a message 'No matching values were found.'

10. Deposit Unit - Leave as default **or** enter the appropriate deposit unit

11. Deposit ID - Enter appropriate Deposit ID

12. Click [Search](#)

You will receive the message **“No matching values were found.”**

Delete Customer Deposit/Worksheet is Complete

Collections Workbench

Possible situations when this function is used: To perform day-to-day activities, including accessing and completing work directly from the Collections Workbench such as reviewing a customer's account balance, customer history including the average days it takes a customer to pay and any past due balances. Past customer statements can be viewed/reprinted/emailed, customer conversations can be viewed/added/updated and maintenance worksheets can be generated directly from the Collections Workbench.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Customer Accounts > Collections Workbench

Navigator menu navigation: Accounts Receivable > Collections Workbench

The **Collections Workbench** page displays:

1. **SetID** - Enter a valid SetID
2. **Unit** - Enter a valid AR Business Unit
3. **Customer** - Enter a valid Customer ID
4. Click **Search**

The **Collections Workbench** populates with customer information:

Collections Workbench

SetID: BGS Unit: 01163 Customer: AGR10 AGR ARMS *Level: No Relationship

Search Display Currency: USD Add Conversation Personalize Content

Customer Details

Bill To Address 1 116 STATE STREET FIRST FLOOR
 Bill To City MONTPELIER
 Bill To State VT
 Last Payment ID 02200/00059693
 Last Payment Date 10/03/2018
 Last Payment Amount 190.00
 Last Item ID 63089646ADJ
 Last Item Date 11/18/2018
 Last Item Amount -190.00

Balance -600.53
 Past Due -600.53
 Open Promises 0
 Broken Promises 0
 Last Follow Up Letter Date
 Last Statement Date 11/16/2018

Primary Contact
 Contact Title
 Contact Phone
 Contact Email

Items Aging Payments Statements Conversations

Status: Open GO Filter Items Account Overview

Row Selection
 Range: e.g.: 1-9 GO Select All Deselect All

Item Action
 Choice: ...Select Action GO

Item List

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Bala
1	<input type="checkbox"/>	63080229			3 01163	AGR10	Open	DUR	IN	COPY	07/01/2016	937	-6
2	<input type="checkbox"/>	63089882			1 01163	AGR10	Open	DUR	IN	COPY	10/01/2018	115	

Search Result Totals

Debits	1	Debit Amount	95.03	USD
Credits	1	Credit Amount	-695.56	USD
Total	2	Total Amount	-600.53	USD
Selected				

The **Item List** displays a total balance due based on each open item.

To view items:

Items Aging Payments Statements Conversations

Status: Open GO Filter Items Account Overview

Row Selection
 Range: e.g.: 1-9 GO Select All Deselect All

Item Action
 Choice: ...Select Action GO

Item List

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Bala
1	<input checked="" type="checkbox"/>	63080229			3 01163	AGR10	Open	DUR	IN	COPY	07/01/2016	937	-6
2	<input checked="" type="checkbox"/>	63089882			1 01163	AGR10	Open	DUR	IN	COPY	10/01/2018	115	

Search Result Totals

Debits	1	Debit Amount	95.03	USD
Credits	1	Credit Amount	-695.56	USD
Total	2	Total Amount	-600.53	USD
Selected	2	Selected Amount	-600.53	USD

Item Action menu options:

- ...Select Action
- Create a Maintenance Worksheet
- Generate A Dunning Letter
- Generate An Open Item Report
- Multi-item Update
- Pay by Credit Card
- Reprint Invoices
- Select for Direct Debit
- Tie to a New Conversation
- Tie to the Last Conversation
- View Items and Item Activity**

5. Select the item or items you want to view
6. Select **View Items and Item Activity** from the Item Action drop-down menu
7. Click **GO**

The **Selected Items** window opens:

The 'Selected Items' window displays two items. Each item entry includes a header section with basic information and an 'Item Activity' section with detailed transaction data.

Item 1:

- Unit: 01163
- Days Late: 937
- Due Date: 07/01/2016
- Item Balance: -695.56 USD
- Customer: AGR10 AGR ARMS
- Item ID: 63080229
- Terms: DUR
- As Of Date: 07/01/2016
- Purchase Order
- Bill of Lading
- Letter of Credit ID
- SubCustomer 1
- SubCustomer 2
- Order No

Item Activity 1:

- Sequence: 1
- Posted Date: 07/20/2016
- Accounting Date: 07/01/2016
- Amount: 199.00 USD
- Entry Type: IN
- Entry Reason: COPY
- Document
- Group Unit: 01163
- Group ID: 85324
- Origin ID: PS_BI

Item 2:

- Unit: 01163
- Days Late: 115
- Due Date: 10/01/2018
- Item Balance: 95.03 USD
- Customer: AGR10 AGR ARMS
- Item ID: 63089882
- Terms: DUR
- As Of Date: 10/01/2018
- Purchase Order
- Bill of Lading
- Letter of Credit ID
- SubCustomer 1
- SubCustomer 2
- Order No

Item Activity 2:

- Sequence: 1
- Posted Date: 10/15/2018
- Accounting Date: 10/01/2018
- Amount: 95.03 USD
- Entry Type: IN
- Entry Reason: COPY
- Document
- Group Unit: 01163
- Group ID: 95181
- Origin ID: PS_BI

At the bottom of the window, there are 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red box.

8. Click **OK**

You are returned to the **Collections Workbench** page:

Collections Workbench

SetID BGS Unit 01163 Customer AGR10 AGR ARMS *Level No Relationship

Search Display Currency USD Add Conversation Personalize Content

Customer Details

Bill To Address 1 116 STATE STREET FIRST FLOOR
 Bill To City MONTPELIER
 Bill To State VT
 Last Payment ID 02200/00059693
 Last Payment Date 10/03/2018
 Last Payment Amount 190.00
 Last Item ID 63089646ADJ
 Last Item Date 11/18/2018
 Last Item Amount -190.00

Balance -600.53
 Past Due -600.53
 Open Promises 0
 Broken Promises 0
 Last Follow Up Letter Date
 Last Statement Date 11/16/2018

Primary Contact
 Contact Title
 Contact Phone
 Contact Email

Items **Aging** Payments Statements Conversations

Customer Balances

Balance -600.53 High Balance -600.53 Balance Date 04/17/2007
 Past Due -600.53 High Past Due 0.00 Past Due Date

Aged Date 05/15/2002 Aging ID New Balance

Customer Aging

Personalize Find View All First 1 of 1 Last

Aging Category	Aging Amount	Currency	Aging Count
	0.000		

9. Click the **Aging** tab to view aging information for the outstanding balance

Items Aging **Payments** Statements Conversations

On Account 0.00 Prepayments 0.00 Credit Memos 0.00

Filter Payment Payments in Process Unapplied Payments Drafts Direct Debits Search

Outstanding Payments








Personalize Find View All First 1 of 1 Last

Deposit Unit	Customer	Deposit ID	Payment Method	Status	Accounting Date	Entered Date	Payment Amount	Currency	Base Amount	Base Currency	Bank Account #	External Bank ID	Assigned
Totals													
		Total Payments	0			Amount	0.000						

From Date 01/24/2019 To Date 01/24/2019 Search

Complete Payments

Personalize Find View 100 First 1-7 of 229 Last

More Info	Deposit Unit	Deposit ID	Customer	Payment Sequence	Payment ID	Payment Method	Accounting Date	Payment Amount	Payment Currency	Base Amount	Currency Code	
	01163	000465	AGR10	3	WIRE-881	Check	11/01/2001	759.31	USD	759.31	USD	
	01163	000465	AGR10	5	WIRE-883	Check	11/01/2001	580.00	USD	580.00	USD	
	01163	916	AGR10	10	WIRE-1533	Check	01/14/2002	96.00	USD	96.00	USD	
	01163	968	AGR10	4	WIRE-1609	Check	04/10/2002	252.90	USD	252.90	USD	
	01163	001142	AGR10	43	WIRE-1901	Check	05/06/2002	24.02	USD	24.02	USD	
	01163	3	AGR10	2	00002259	Check	06/04/2002	117.08	USD	117.08	USD	
	01163	001607	AGR10	6	2541	Check	06/17/2002	1,207.46	USD	1,207.46	USD	
Totals												
		Payment Count	229	Total	141,945.48	USD						

Payment Performance

Personalize Find View All First 1 of 1 Last

Fiscal Year	Accounting Period	Weighted Average Days	Amount	Currency
		0.000	0.000	
Totals				
Overall Weighted Average Days		0.00	Basis	0.000

10. Click the **Payments** tab to view payment history

11. Click the **More Info** icon next to a payment to view payment details

The **Item Activity** from a **Payment** window opens:

Item Activity from a Payment

Item Activity From a Payment

Deposit Unit: 01163 Deposit ID: 000485

Acctg Date: 11/01/2001 Posted Date: 04/24/2002

Payment ID: WIRE-881 Payment Amount: -759.31 Currency: USD

*Display Amount Switch: Payment Amount

Item Activity Personalize | Find | View All | First 1 of 1 Last

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
01163	AGR10	AGR ARMS	1341	63000110		PY		WIRE-881	-759.31	USD

Totals

Total: 1 Total Amount: -759.31 Currency: USD

Cancel

12. Click **Cancel** to return to the **Collections Workbench**

Items Aging Payments **Statements** Conversations

On Account 0.00 Prepayments 0.00 Credit Memos 0.00

Filter Payment ☒ Payments in Process ☐ Unapplied Payments ☐ Drafts ☐ Direct Debits

Outstanding Payments Personalize | Find | View All | First 1 of 1 Last

Deposit Unit	Customer	Deposit ID	Payment Method	Status	Accounting Date	Entered Date	Payment Amount	Currency	Base Amount	Base Currency	Bank Account #	External Bank ID	Assigned
Totals													
Total Payments		0		Amount		0.000							

From Date 07/01/2018 To Date 01/24/2019

Complete Payments Personalize | Find | View All | First 1-5 of 5 Last

More Info	Deposit Unit	Deposit ID	Customer	Payment Sequence	Payment ID	Payment Method	Accounting Date	Payment Amount	Payment Currency	Base Amount	Currency Code
	01163	029201	AGR10	24	02200/0005899	Electronic Fund Transfer	07/31/2018	190.00	USD	190.00	USD
	01163	029234	AGR10	1	02200/00059119	Electronic Fund Transfer	08/08/2018	1,368.93	USD	1,368.93	USD
	01163	029314	AGR10	7	02200/00059339	Electronic Fund Transfer	08/28/2018	190.00	USD	190.00	USD
	01163	029314	AGR10	14	02200/00059349	Electronic Fund Transfer	08/28/2018	98.70	USD	98.70	USD
	01163	029458	AGR10	8	02200/00059699	Electronic Fund Transfer	10/03/2018	190.00	USD	190.00	USD

Totals

Payment Count 5 Total 2,037.63 USD

Payment Performance Personalize | Find | View All | First 1 of 1 Last

Fiscal Year	Accounting Period	Weighted Average Days	Amount	Currency
		0.000	0.000	

Totals

Overall Weighted Average Days 0.00 Basis 0.000

13. Use the **Date Range** to narrow the results

14. Click on the **Statements** tab to view past statements

The **Statements** page displays:

15. Click on the **More Info** icon to review statements

The **Customer All Statements** page displays:

16. Click **Cancel** to return to the **Collections Workbench**

17. Click the **Statement Image** icon to open a pdf image of the statement

NOTE: Only statements generated in VISION 9.2 will have the Statement Image icon, you will not be able to view or print statements generated in VISION 8.8 in the Collections Workbench.

The Statement opens in a new browser window:

ORACLE STATEMENT

Statement Number: 6715
Statement Date: 11/16/2018
Account Number: AGR10
Send payment to: US R# 2, Middlesex, VT, United States

1 of 1

AGR ARMS
116 STATE STREET FIRST FLOOR
MONTPELIER,
VT,
05620-2901,
United States

Due date	Item ID and line	Entry Type	Amount Due	Item Activity	PO	Document	Payment	Discount
07/01/2016	63080229 / 0	Invoice	-695.56	199.00				
07/01/2016	63080229 / 0	Payment		-199.00			02200/000517	
07/01/2016	63080229 / 0	Payment		-695.56			02200/000519	
10/01/2018	63089646 / 0	Invoice	190.00	190.00				
10/01/2018	63089652 / 0	Invoice	95.03	95.03				
Total for AGR ARMS			-410.53					
Total for 01163			-410.53					
Statement Total USD			-410.53					

No. of Items	Future	0 - 30	31 - 60	61 - 90	Over 90	Total
0	0	0	2	0	3	5
Amount	0.00	0.00	285.03	0.00	-695.56	-410.53 USD

We appreciate your business. If you have questions about your account, please call Us THE # ON YOUR INVOICE.

Items | Aging | Payments | **Statements** | Conversations

Statement History

Statement Number: Search

Statement Date: 11

More Info	Statement Number	Statement Date	Amount	Currency	Statement Image	Email
	6715	11/16/2018	-410.53	USD		
	6700	11/15/2018	-410.53	USD		
	6671	09/18/2018	-695.56	USD		
	6644	08/06/2018	673.37	USD		
	6645	08/03/2018	673.37	USD		
	6551	05/10/2018	-307.24	USD		
	6521	04/12/2018	1,674.59	USD		
	6490	03/16/2018	3,520.67	USD		

Dunning History

Dunning Number: Search

Dunning Date: 11

More Info	Dunning Number	Dunning Date	Printed	Business Unit	Amount	Currency
					0.000	

18. Print the statement by clicking on the **Printer** icon

19. Click on the **Email** icon to email a copy of the statement

The **Send Statement** window opens:

Collections Workbench

Send Statement

Email

Type email addresses in the To, CC, or BCC fields, using a semicolon as a separator.

To: eric.hoefel@vermont.gov

CC:

BCC: vision.exptestwtf@vermont.gov

Subject: Copy of statement 6715

Message: Attached please find a copy of the statement.

Send Email Cancel

Attach Statement

Attach	Statement Number	Statement Date	Filename
<input checked="" type="checkbox"/>	6715	11/16/2018	BGSAGR10.pdf

20. Enter a valid email address

21. Click **Send Email**

The following **Message** displays:

Message

Email has been sent successfully (6150,147)

OK

More Info	Unit	Cust ID	Created By	Description	Conversation Date	Status	Number of Entries	Attachments	Subject	Subject Topic	Amount Referenced	Promise Date	Promise Status	Promise Amount
	01163	AGR10	SFULLER	AR-72 adding conversation	11/16/2018	Open	1	N					None	

22. Click **OK** to return to the **Collections Workbench**

23. Click on the **Conversations** tab to view/add conversations

24. Click on the **More Info** link

The **Conversations** window opens:

Conversations

Conversations | References | Attachments

SetID BGS Business Unit 01163 Customer AGR10 AGR ARMS

*Status Open

Description AR-72 adding conversation

Subject Sub-Topic

☐ Promise of Payment

Review

Date Review Days

User ID ☐ Done

☐ Supervisor Review

Follow Up

Action

User ID ☐ Done

Letter Date

Reference Totals

Amount 0.00

Currency USD

Promise Date

Created On 11/18/18 8:07:59AM Created By SFULLER Last Modified On 11/28/18 5:03PM Modified By SFULLER

Keywords

Keyword1 Keyword2 Keyword3

Conversation Entries

Find | View All | First | 1 of 1 | Last

Delete Entry Edit Entry

Contact ID

Email ID

Telephone

Extension

Comments AR-72 adding conversation

Created On 11/18/18 8:07AM Created By SFULLER Last Modified On 11/18/18 8:08AM Modified By SFULLER

OK Cancel Apply

Conversations | References | Attachments

25. Click **Edit Entry** to edit a Conversation Entry
26. Click **Add Conversation Entry** to add a new entry
27. Click **OK** to return to the **Collections Workbench**

Items | Aging | Payments | Statements | **Conversations**

Filter Conversations **Add Conversation** Update Contacts Promises Inquiry Conversations Report

Conversations ? Personalize | Find | View All | First | 1 of 1 | Last

More Info	Unit	Cust ID	Created By	Description	Conversation Date	Status	Number of Entries	Attachments	Subject	Subject Topic	Amount Referenced	Promise Date	Promise Status	Promise Amount
	01163	AGR10	SFULLER	AR-72 adding conversation	11/18/2018	Open	1	N					None	

28. Click on the **Add Conversation** link to start a new conversation

Conversations

Conversations | References | Attachments

SetID BGS Business Unit 01163 Customer AGR10 AGR ARMS

*Status New

*Description Training Test

Subject INQUIRIES AR CHANGES Sub-Topic

☐ Promise of Payment

Review

Date Review Days

User ID ☐ Done

☐ Supervisor Review

Follow Up

Action ☐ Done

User ID Letter Date

Reference Totals

Amount 0.00

Currency USD

Promise Date

Created On 01/24/19 12:40:38PM Created By EHOEFEL Last Modified On 01/24/19 12:40PM Modified By EHOEFEL

Keywords

Keyword1 Keyword2 Keyword3

Add Conversation Entry

Conversation Entries Find | View All First 1 of 1 Last

Delete Entry Edit Entry

Contact ID 11066 DENNIS PARKER

Email ID Telephone 802/628-0038 Extension

Comments Begin a new conversation

Created On 01/24/19 12:40PM Created By EHOEFEL Last Modified On 01/24/19 12:40PM Modified By EHOEFEL

OK Cancel Apply

Conversations | References | Attachments

29. Click **OK** when done

A new conversation has been added:

Items

Aging

Payments

Statements

Conversations

Filter Conversations

Add Conversation

Update Contacts

Promises Inquiry

Conversations Report



Conversations

Personalize | Find | View All | 1-2 of 2 | Last

Detail 1

Detail 2

Print

More Info	Unit	Cust ID	Created By	Description	Conversation Date	Status	Number of Entries	Attachments	Subject	Subject Topic	Amount Referenced	Promise Date	Promise Status	Promise Amount
	01163	AGR10	EHOEFEL	Training Test	01/24/2019	New	1	N	INQUIRIES				None	
	01163	AGR10	SFULLER	AR-72 adding conversation	11/19/2018	Open	1	N					None	

Creating a Maintenance Worksheet

Note: Run the **VT_AR_OPEN_ITEMS_BU_AND_CUST** query to ensure items being matched in a Maintenance Worksheet contain the same fund. If items with different funds are matched it causes reconciliation issues at month end and could result in your Maintenance Worksheet being unposted by Finance.

Seq Nbr	Item	Line	Activities	Unit	Customer ID	Status	Terms
1	63080229			3 01163	AGR10	Open	DUR
2	63089882			1 01163	AGR10	Open	DUR

Search Result Totals			
Debits	1	Debit Amount	95.03
Credits	1	Credit Amount	-695.56
Total	2	Total Amount	-600.53 USD
Selected	2	Selected Amount	-600.53 USD

1. Click on the **Items** tab
2. Select the item(s) to add to the worksheet
3. Select **Create a Maintenance Worksheet** from the drop-down menu in the **Item Actions** section
4. Click **GO**

The **Maintenance Worksheet** window opens:

View	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
	1	<input checked="" type="checkbox"/>	-695.56	USD	63080229		MT		01163	AGR10			Not Applicable	
	2	<input checked="" type="checkbox"/>	95.03	USD	63089882		MT		01163	AGR10			Not Applicable	

Balance					
Dr	95.03	Cr	-695.56	Adj	0.00
				Net	-600.53
				WO	0.00
				Ref	0.00

Collections Workbench is Complete

Inquire and Fix Online A/R Pending Item that did not post due to a “Duplicate Item” Error

Possible situations when this function is used: Online A/R pending items result in Duplicate Item errors when the same **Item ID, Line and Customer ID** are used on more than one A/R pending item group. This is determined through the ARUPDATE process which checks for duplicates when posting pending items to customer’s accounts. All items need to be fixed and posted within the current month or the first five days of the new month. (There are a few ways to check for errors, Inquire on Groups Not Set to Post or you could run a query VT_MER_GROUPS_NOT_POSTED.)

Online Pending Items with Duplicate Item Error

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Receivables Update > Correct Online Item Error

Navigator Menu navigation: Accounts Receivable > Receivables Update > Correct Posting Errors > Online Items

The **Online Error Correction** page displays:

Online Items

Find an Existing Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Group Unit = 01110
Group ID begins with 4118
*Business Unit = 01110
Customer ID begins with
Item ID begins with
Item Line =
Sequence =
Assigned Operator ID begins with
AR Update Error Code begins with
Show fewer options

☐ Case Sensitive

Search Clear

1. **Group Unit** - Leave as default **or** enter the appropriate group unit
2. **Group ID** - Leave blank to search for all groups in error **or** enter appropriate Group ID
3. **Business Unit** - Enter Business Unit
4. Click **Search**

Search Results will return all groups in error or if there is only one group in error it will take you right to the group control component page. If there is more than one group, select the group by clicking on it.

The **Group Control** page displays:

Group Control | **Pending Item 1** | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 01110 Group ID 4118 View Audit Logs

*Accounting Date 07/26/2018 [B] *Group Type B [B] Billing *Origin ID ON_AR [B] ONL_AR

Control Totals

Control	Entered	Difference	Posted	*Count	Count
100.00	100.00	0.00	0.00	1	1
				0	0
				0	0

Control Data

*Received 07/26/2018 [B] *Entered 07/26/2018 [B]
 Posted Assign TJARVIS [B] User TJARVIS

Group Status

Edit Status Edited Accounting Entries Balanced
 Balanced Yes Posting Action Do Not Post
Posting Status Errors

Save Return to Search Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

The Group Control page displays, **Posting Status = Errors**.

5. Click on the **Pending Item 1** tab

The **Pending Item 1** page displays

Group Control | **Pending Item 1** | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

Group Unit 01110 Group ID 4118

Pending Item Entry Find | View All First 1 of 1 Last

*Acctg Date 07/26/2018 [B] *As Of Date 07/26/2018 [B] Sequence 1 [B] Copy Line

*Item ID FEES072618 Line 1 LT Governo

*Business Unit 01110 [B] *Customer ST015 [B]
 SubCust1 SubCust2

Amount 100.00 *Currency USD

*Entry Type WR [B] Reason WIRE [B] *AR Dist WR-AR [B]
 Rate Type [B] Exchange Rate 1.00000000 [B] [B] Revalue Fig [B] Posted [B]

View Audit Logs **Error Info** Error Code ITDUP

Payment Terms

Terms DUR [B] Due Date [B] Due Days [B]
 Disc Amt [B] Disc Date [B] Disc Days [B]
 Disc Amt 1 [B] Disc Date 1 [B] [B] Always Allow Discount

Reference Information

PO Ref [B] PO Line [B] BOL [B]
 Order No [B] Document [B] Line Item [B]
 Contract [B] L/C ID [B] Case No [B]
 SP ID [B]

Item Creation/Update Details

Created On 07/26/2018 8:51AM Last Modified On 07/26/2018 8:59AM
 Created By TJARVIS Modified By TJARVIS

Save Return to Search Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

6. Click **Error Info**

The following **message** opens with a description of the error:

Message

Duplicate Item. (6035,5)

Action: This pending item is a duplicate of a pending item in another group being posted. If the Don't Post Duplicate Entries check box is selected on the Entry Type page, deselect it, or delete the duplicate entry on the Pending Item 1 page

OK

7. Click **OK**

You are returned to the **Pending Item 1** page:

Group Control | **Pending Item 1** | Pending Item 2 | Pending Item 3 | Accounting Entries | **Group Action**

Group Unit 01110 Group ID 4118

Pending Item Entry Find | View All First 1 of 1 Last

*Acctg Date 07/26/2018 *As Of Date 07/26/2018 Sequence 1

*Item ID FEES101618 Line 1 Copy Line

*Business Unit 01110 *Customer ST015 LT Governo

SubCust1 SubCust2

Amount 100.00 *Currency USD

*Entry Type WR Reason WIRE *AR Dist WR-AR

Rate Type ☒ Revalue Flg

Exchange Rate 1.00000000 View Audit Logs ☐ Posted

Payment Terms

Terms DUR Due Date Due Days

Disc Amt Disc Date Disc Days

Disc Amt 1 Disc Date 1 ☐ Always Allow Discount

Reference Information

PO Ref PO Line BOL

Order No Document Line Item

Contract L/C ID Case No

SP ID

Item Creation/Update Details

Created On 07/26/2018 8:51AM Last Modified On 10/16/2018 2:02PM

Created By TJARVIS Modified By ETEST

Save Return to Search Notify

Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action

8. Change the **Item ID** to be unique and tab out of field

9. Click **Save**

10. Click on the **Group Action** tab

The **Group Action** page displays:

The screenshot shows the 'Group Action' page for Group Unit 01110 and Group ID 4118. The 'Posting Status' is currently 'Do Not Post'. The page is divided into three main sections: 'Group Actions', 'Posting Action', and 'Accounting Entry Actions'. In the 'Posting Action' section, the 'Batch Standard' button is highlighted with a red rectangle. At the bottom, there are buttons for 'Save', 'Return to Search', and 'Notify', and a breadcrumb trail: 'Group Control | Pending Item 1 | Pending Item 2 | Pending Item 3 | Accounting Entries | Group Action'.

11. Click Batch Standard

This screenshot shows the same 'Group Action' page after the 'Batch Standard' button was clicked. The 'Posting Status' has changed from 'Do Not Post' to 'Batch Standard', which is now highlighted with a green rectangle. The 'Batch Standard' button in the 'Posting Action' section is now disabled (grayed out). All other elements, including the breadcrumb trail and navigation buttons, remain the same.

The **Status** changes from **Do Not Post** to **Batch Standard**. The AR Pending Item group is set to post the next time the ARUPDATE process runs.

Inquire and Fix Unposted Online Pending Item with Duplicate item Error is Complete

Create a Maintenance Worksheet

Possible situations when this function is used: When there are open debit and credit items on a customer's account that offset. In order to close these open items a maintenance worksheet is created to match and close. If you have an open item created in error that has posted on the customer's account, an offsetting pending group is entered to correct the original error and the resulting open item is used to close the original open receivable. ARUPDATE will run overnight to post the offsetting group. Then a maintenance worksheet is created to match up the debit and credit in order to close customers account (invoice).

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Receivables Maintenance > Create Maintenance Worksheet

Navigator Menu navigation: Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

The **Create Worksheet** page displays, click on the **Add a New Value** button:



1. **Worksheet Business Unit** - Leave as default **or** enter the appropriate business unit
2. **Worksheet ID** - Leave as default, **NEXT**
3. Click **Add**

The **Worksheet Selection** page displays:

The screenshot shows the 'Worksheet Selection' page. At the top, there are tabs for 'Worksheet Selection' and 'Worksheet Matches'. Below this, the 'Unit' is set to '03545' and the 'Worksheet ID' is 'NEXT'. The 'Customer Criteria' section includes a dropdown for 'Customer Items' and a 'Customer Reference' section. In the 'Customer Reference' section, the 'Cust ID' is 'AGREJ1' and the 'Business Unit' is '03545', both highlighted with red boxes. Below these are fields for 'Name' (Jose C. Agreia), 'Remit SetID' (DOC), 'Corporate SetID' (DOC), 'MICR ID', 'Rate Type' (CRRNT), 'Remit From ID' (AGREJ1), 'Corporate ID' (AGREJ1), and 'Acctg Date' (11/13/2018). The 'Reference Criteria' section has a dropdown for 'Reference Criteria' (None), 'Restrict to' (All Customers), 'Match Rule' (Exact Match), and 'Anchor BU'. The 'Item Inclusion Options' section has radio buttons for 'All Items' (selected), 'Deduction Items Only', and 'Items in Dispute Only', and checkboxes for 'Exclude Collection Items', 'Exclude Deduction Items', and 'Exclude Dispute Items'. The 'Worksheet Action' section has a 'Build' button (highlighted with a red box), a 'Clear' button, and a 'Refresh' button (highlighted with a red box). At the bottom, there are buttons for 'Save', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

Customer Reference section:

4. **Cust ID** - Enter the appropriate Customer ID
5. **Business Unit** - Enter appropriate Business Unit
6. Click **Refresh** - Customer Name, etc will default into the Customer Reference section of the page.
7. Click **Build**

The **Worksheet Application** page displays listing all open items for this customer in BU 03545:

Worksheet Application

Unit 03545 Worksheet ID 15352 Currency USD Accounting Date 11/13/2018 Reason Code

Item Action: Entry Type **Offset an Item** Row Selection: Choice Select Range Range Display Control: Display All Items Go

Item List

Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Detail 6	View Detail	Seq Nbr	Set	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
1							1	<input checked="" type="checkbox"/>	15.00	USD	SUP025099		MT		03545	AGREJ1			Not Applicable	
2							2	<input type="checkbox"/>	15.00	USD	SUP025312				03545	AGREJ1			Not Applicable	
3							3	<input type="checkbox"/>	15.00	USD	SUP025513				03545	AGREJ1			Not Applicable	
4							4	<input type="checkbox"/>	15.00	USD	SUP025722				03545	AGREJ1			Not Applicable	
5							5	<input type="checkbox"/>	15.00	USD	SUP025914				03545	AGREJ1			Not Applicable	
6							6	<input type="checkbox"/>	15.00	USD	SUP026107				03545	AGREJ1			Not Applicable	
7							7	<input checked="" type="checkbox"/>	15.00	USD	SUP025099CR		MT		03545	AGREJ1			Not Applicable	

Balance: Dr 15.00 Cr -15.00 Adj 0.00 Net 0.00 WO 0.00 Ref 0.00

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Save Return to Search Notify Refresh

The **Entry Type** of **Offset an Item** defaults in under the Item Action section.

8. **Select the box(s)** to the left of the items to select the debit and offsetting credit items. The Net must equal \$0. The Entry Type of Offset an Item (MT) is automatically populated based on the Item Action Entry Type selection in the upper right on the Worksheet Application page

9. Click **Save**

10. Click on the **Worksheet Action** link

The Worksheet Action page displays:

Worksheet Action

Unit 03545 Worksheet ID 15352 Accounting Date 11/13/2018

Status Batch Standard

Worksheet Action: Delete Worksheet Delete Maintenance Group

Posting Action: Action: Batch Standard OK

Accounting Entry Action: Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

11. Select **Batch Standard** from the **Posting Action** drop-down menu

12. Click **OK**

The Status changes from Do Not Post to Batch Standard. The Maintenance Worksheet group is set to post the next time the ARUPDATE process runs, which is a daily Batch process that runs overnight. Once ARUPDATE has run and the group is posted the customer's account (item) will be closed.

Create a Maintenance Worksheet is Complete

Create a Maintenance Worksheet to Write-Off an Item

Possible situations when this function is used: When there is an open item posted to a customer's account in the Accounts Receivable module that needs to be closed. For example, a receivable item has been on the books for a long period of time and you do not expect to collect the money.

WorkCenter navigation: Accounts receivable WorkCenter > Links pagelet > Receivables Maintenance > Create Maintenance Worksheet

Navigator Menu navigation: Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

The **Create Worksheet** page displays, click on the **Add a New Value** button:



Create Worksheet

Add a New Value Find an Existing Value

Worksheet Business Unit 03545

Worksheet ID NEXT

Add

1. **Worksheet Business Unit** - Leave as default **or** enter the appropriate business unit
2. **Worksheet ID** - Leave as default NEXT
3. Click **Add**

The **Worksheet Selection** page displays:

The screenshot shows the 'Worksheet Selection' page with the following sections and highlighted elements:

- Customer Criteria** section:
 - *Customer Criteria: Customer Items (dropdown)
 - Cust ID**: AGREJ1 (highlighted with a red box)
 - Business Unit**: 03545 (highlighted with a red box)
 - Name: Jose C. Agrela
 - Remit SetID: DOC
 - Corporate SetID: DOC
 - MICR ID: (empty field)
 - Link MICR: (button)
 - Rate Type: CRRNT (dropdown)
 - Acctg Date: 11/13/2018 (calendar icon)
- Reference Criteria** section:
 - *Reference Criteria: None (dropdown)
 - *Restrict to: All Customers (dropdown)
 - *Match Rule: Exact Match (dropdown)
 - Anchor BU: (empty field)
 - Item Reference** table:

Qual Code	Reference	To Reference
(empty field)	(empty field)	(empty field)
- Item Inclusion Options** section:
 - ☒ All Items
 - ☐ Deduction Items Only
 - ☐ Items in Dispute Only
 - ☐ Exclude Collection Items
 - ☐ Exclude Deduction Items
 - ☐ Exclude Dispute Items
 - Advanced Inclusion Options (link)
- Worksheet Action** section:
 - Build** (highlighted with a red box)
 - Clear (button)
 - Created Date/Time
 - Number of items in worksheet: 0
- Bottom navigation bar:
 - Save (button)
 - Notify (button)
 - Refresh** (highlighted with a red box)
 - Add (button)
 - Update/Display (button)

4. **Customer Reference** section:
5. **Cust ID** - Enter the appropriate Customer ID
6. **Business Unit** - Enter appropriate Business Unit or accept default value
7. Click **Refresh** - Customer Name, etc. will default into the Customer Reference section of the page.
8. Click **Build**

The **Worksheet Application** page displays:

Worksheet Application

Unit 03545 Worksheet ID 15353 Currency USD Accounting Date 11/14/2018 Reason Code

Item Action: Entry Type **Write-off A Debit** Reason

Row Selection: Choice Select Range Range Go

Display Control: Display All Items Go

Absolute Value Sort

Item List

View Detail	Seq	Set	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
1			15.00	USD	SUP025099				03545	AGREJ1			Not Applicable	
2			15.00	USD	SUP025312				03545	AGREJ1			Not Applicable	
3		<input checked="" type="checkbox"/>	15.00	USD	SUP025513		WO		03545	AGREJ1			Not Applicable	
4			15.00	USD	SUP025722				03545	AGREJ1			Not Applicable	
5			15.00	USD	SUP025914				03545	AGREJ1			Not Applicable	
6			15.00	USD	SUP026107				03545	AGREJ1			Not Applicable	
7			-15.00	USD	SUPP025099CR				03545	AGREJ1			Not Applicable	

Add Item Group View Revenue Distribution

Balance		Dr	Cr	Adj	Net	WO	Ref
		0.000	0.000	0.000	0.000	15.00	0.000

Worksheet Selection Worksheet Application **Worksheet Action** Attachments (0) View Audit Logs

Save Return to Search Notify Refresh

9. Entry Type - Select **Write-Off a Debit** or **Write-Off a Credit**. For this exercise we are choosing **Write-Off a Debit**

10. Select the box to the left of the item you are writing off to close. Type field is populated with a value of WO setting the Entry Type to Write-off a Debit from the Item Action default

11. Reason Code - Enter the appropriate reason for the transaction. A value can be selected using the **Magnifying Glass**

12. Click Save

13. Click on the Worksheet Action link

The **Worksheet Action** page displays with a status of Submit to Workflow:

The screenshot shows the 'Worksheet Action' page for Unit 03545, Worksheet ID 15353, and Accounting Date 11/14/2018. The status is 'Do Not Post'. The 'Posting Action' section shows 'Action: Submit to Workflow' with an 'OK' button highlighted in red. The 'Worksheet Action' section has buttons for 'Delete Worksheet' and 'Delete Maintenance Group'. The 'Accounting Entry Action' section has a 'Create/Review Entries' button. At the bottom, there are navigation buttons: Save, Return to Search, Previous in List, Next in List, and Notify.

Note: Worksheets that are used to write-off debit items of \$1.00 or more require approval. Submitting the worksheet for approval routes it to appropriate users with the authority to approve write-off transactions for your Business Unit.

Note: Worksheets that are used to write-off debit items of \$0.99 or less do not require approval. Submitting the worksheet for approval will put the worksheet in Approved status.

14. Click **OK** - Worksheet is saved and submitted for approval

The **Status** changes from **Submit to Workflow** to **Pending Approval**:

The screenshot shows the 'Worksheet Action' page with the same header information. The status is still 'Do Not Post'. The 'Posting Action' section now shows 'Action: Pending Approval' with an 'OK' button. The 'Worksheet Application' link in the bottom section is highlighted with a red box. The 'Worksheet Action' and 'Accounting Entry Action' sections remain the same.

15. Click the **Worksheet Application** link

The **Worksheet Application** page displays:

Example: Under \$1.00 Write-Off – no approval required

Worksheet Application

Unit 03410 Worksheet ID 10876 Currency USD Accounting Date 07/17/2019 Reason Code

Item Action Entry Type: Offset an Item Reason:

Row Selection Choice: Select Range Range: Go

Display Control Display: All Items Go

Absolute Value Sort

Item List

View Detail	Seq Nbr	Set	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Insta
	1	<input checked="" type="checkbox"/>	0.13	USD	HOS00731		WO	AUTO	03410	0471306		
	2	<input type="checkbox"/>	0.13	USD	HOS00746ADJ 8/10/16				03410	0471306		
	3	<input type="checkbox"/>	0.13	USD	HOS00761				03410	0471306		
	4	<input type="checkbox"/>	0.13	USD	HOS00776				03410	0471306		
	5	<input type="checkbox"/>	0.13	USD	HOS00792				03410	0471306		
	6	<input type="checkbox"/>	0.13	USD	HOS00807				03410	0471306		
	7	<input type="checkbox"/>	0.13	USD	HOS00822				03410	0471306		
	8	<input type="checkbox"/>	283,480.00	USD	HOS01257				03410	0471306		

Add Item Group View Revenue Distribution **Approved Write-Off**

Example: Over \$1.00 Write-Off – approval required

Worksheet Application

Unit 03545 Worksheet ID 15353 Currency USD Accounting Date 11/14/2018 Reason Code

Item Action Entry Type: Offset an Item Reason:

Row Selection Choice: Select Range Range: Go

Display Control Display: All Items Go

Absolute Value Sort

Item List

View Detail	Seq Nbr	Set	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Installment Number	Tax Status	Amount selected
	1	<input type="checkbox"/>	15.00	USD	SUP025099				03545	AGREJ1			Not Applicable	
	2	<input type="checkbox"/>	15.00	USD	SUP025312				03545	AGREJ1			Not Applicable	
	3	<input checked="" type="checkbox"/>	15.00	USD	SUP025513		WO	SUP	03545	AGREJ1			Not Applicable	
	4	<input type="checkbox"/>	15.00	USD	SUP025722				03545	AGREJ1			Not Applicable	
	5	<input type="checkbox"/>	15.00	USD	SUP025914				03545	AGREJ1			Not Applicable	
	6	<input type="checkbox"/>	15.00	USD	SUP026107				03545	AGREJ1			Not Applicable	
	7	<input type="checkbox"/>	-15.00	USD	SUP025999CR				03545	AGREJ1			Not Applicable	

Add Item Group View Revenue Distribution **Pending Write-Off Approval**

Balance Dr 0.00 Cr 0.00 Adj 0.00 Net 0.00 WO 15.00 Ref 0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

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

AR Write-Off Stage

WS_BU=03545, WS_ID=15353:Pending

AR Write-Off Path

Pending Multiple Approvers VT AR Approval Userlist

Close

16. Click on the **Pending Write-Off Approval** link – AR Write-Off Stage page opens

17. Click on the **Multiple Approvers** link in the pending section

A list of the eligible approvers is displayed This list will be notified to approve the write-off transaction:

Approver #1	
Name:	Nicole S Belknap
Empl ID:	31812
Department:	3480001010
Supervisor ID:	37238
Telephone:	
Reports To Position Number:	
Email ID:	vision.exptestwif@vermont.gov

Approver #2	
Name:	Linda Ladd
Empl ID:	
Department:	
Supervisor ID:	
Telephone:	
Reports To Position Number:	
Email ID:	vision.exptestwif@vermont.gov

Approver #3	
Name:	Lawson, Kristin L
Empl ID:	18744
Department:	3480001010
Supervisor ID:	37238
Telephone:	

One individual on this list will select the transaction from their worklist and will approve the transaction. After approval is completed you will be able to open the worksheet and set the Posting Action status to Batch Standard. See the section [Approve Maintenance Worksheet to Write-off an Item](#).

Note: Worksheets that are denied may be resubmitted after corrective action or explanation has been provided. Denied worksheets are set to a Posting Action status of Submit to Workflow. To resubmit navigate to the Worksheet Action page and select the OK button. See the section [Deny Maintenance Worksheet to Write-Off an Item](#).

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Receivables Maintenance > Finalize Maintenance Worksheet

Navigator Menu navigation: Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Finalize Worksheet

The **Finalize Worksheet** page displays:

Finalize Worksheet

Find an Existing Value

▼ Search Criteria

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Worksheet Business Unit = 03545

Worksheet ID begins with 15353

User ID begins with

Show fewer options

Case Sensitive

Search Clear Save Search

18. Business Unit - Enter business unit

19. Click Search

The **Worksheet Action** page displays:

Worksheet Action

Unit 03545 Worksheet ID 15353 Accounting Date 11/14/2018

Status: Do Not Post

Worksheet Action	Posting Action	Accounting Entry Action
Delete Worksheet Delete Maintenance Group	Action: Batch Standard OK	Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

[Save](#) [Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#)

The **Posting Action** defaults as **Do not Post** after the approval process is complete.

20. Change the Status from Do Not Post to Batch Standard

21. Click [OK](#)

The Write-off Maintenance Worksheet group is saved and set to post the next time the ARUPDATE process runs. This process runs in a nightly batch process.

Note: When selecting Write-Off a Credit as the Item Action default Entry Type the selected worksheet line will default to Write-Off a Credit (WOC). Accept the default and continue your worksheet by selecting the Credits to write-off.

Create a Maintenance Worksheet to Write-off an Item is Complete

Approve Maintenance Worksheet to Write-Off an Item

Possible situations when this function is used: When there is an open item for \$1 or more posted to a customer's account in the Accounts Receivable module that needs to be closed. For example, a receivable item has been on the books for a long period of time and you do not expect to collect the money. A department must have permission from the Commissioner of Finance and Management prior to writing off an item of \$1 or more.

Write-off transactions that are in the amount of \$1 or more must be approved by Approvers with the appropriate authority. The Write-off transaction is submitted for approval according to the Create a Maintenance Worksheet to Write-Off an Item procedure described in the preceding section of this document.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Other Links > Worklist

Navigator Menu navigation: Worklist > Worklist

For each write-off transaction, an approval task is routed to the Work List of each person eligible to approve the transactions for the submitting department.

NOTE: The Worklist includes all transactions available for an approver to work, not only AR Maintenance Write Off's.

The navigation above opens the list of items requiring approval by the individual authorized to approve the submitted transactions:

Worklist


Worklist for RHALLENB: Richard M Hallenbeck

Detail View

Worklist Filters

Feed

Worklist Items

Personalize | Find | View All | 

From	Date From	Work Item	Worked By Activity	Priority	Link	
SCI-Randy Smith	12/10/2018	Approval Routing	Approval Workflow	2-Medium	ARMaintWriteOff_21.STATE_1901-01-05.N_0.WS_BU:02140.WS_ID:20369.	Mark Worked
Rachel Piper	11/28/2018	Approval Routing	Approval Workflow	3-Low	VoucherApproval_257.VoucherApprovalDefault_1901-01-04.N_0.BUSINESS_UNIT:02140.VOUCHER_ID:00268927.RDC:RA.0.A.	Mark Worked
Rachel Piper	11/28/2018	Approval Routing	Approval Workflow	3-Low	VoucherApproval_256.VoucherApprovalDefault_1901-01-04.N_0.BUSINESS_UNIT:02140.VOUCHER_ID:00268938.RDC:RA.0.A.	Mark Worked
Rachel Piper	11/28/2018	Approval Routing	Approval Workflow	3-Low	VoucherApproval_255.VoucherApprovalDefault_1901-01-04.N_0.BUSINESS_UNIT:02140.VOUCHER_ID:00268931.RDC:RA.0.A.	Mark Worked
Rhonda S Camley	11/21/2018	Approval Routing	Approval Workflow	3-Low	Credit Invoice_128.VTCredit Invoice Approval_2018-01-11.N_0.BUSINESS_UNIT:02140.INVOICE:76900.RDC:RA.0.A.	Mark Worked

Maintenance worksheet approval items are listed in the Worklist with an **Approval Process Name** of **ARMaintWriteOff**. The specific worksheet is identified by the worksheet **Business Unit** and **Worksheet ID** (Example: BU 02140 WS ID 20369).

Note: The Work List can be sorted by clicking on a column heading. For example, to locate an approval request from a specific individual click on **From in the heading for the first column then scroll through the list to find the individual's request.**

1. Click the **Link** identified by the **Approval Process Name = ARMaintWriteOff** and the **BU** and **Worksheet ID**

The Maintenance Worksheet requiring approval is opened at the **Worksheet Application** page:

Worksheet Application

Unit 02140 Worksheet ID 20369 Currency USD Accounting Date 12/10/2018 Reason Code

Item Action Entry Type: Offset an Item Reason:

Row Selection Choice: Select Range Range: Go

Display Control Display: All Items Go

Absolute Value Sort

Item List

Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Detail 6							
View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Install
	1	<input checked="" type="checkbox"/>	313.42	USD	COBIJA HIDTA Q3		WO	GRANT	02140	1026		
	2	<input type="checkbox"/>	3,598.14	USD	FED0906 NE HIDTA 04/16 UPDATED	1			02140	1026		
	3	<input type="checkbox"/>	1,780.10	USD	REIMBURSEMENT- HIDTA Q4	1			02140	1026		

Add Item Group View Revenue Distribution Pending Write-Off Approval

Balance

Dr	Cr	Adj	Net	WO	Ref
0.00	0.00	0.00	0.00	313.42	0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Approval Comments

Approve Deny

Save Return to Search Notify Refresh

The write-off transaction is indicated by a **Check** in the **Selection (Sel)** column and an **Entry Type** of **WO** (Write-off a Debit) and the **Entry Reason** selected by the VISION user that initiated the worksheet.

Additional details on the item selected for write-off can be viewed by clicking the icon in the **View Detail** column.

2. Click **Approve**

The **Worksheet Application** page is saved and refreshed:

Worksheet Application

Unit 02140

Worksheet ID 20369

Currency USD

Accounting Date 12/10/2018

Reason Code

Item Action

Entry Type

Reason

Row Selection

Choice

Range

Display Control

Display

Go

Absolute Value Sort

Item List

Detail 1

Detail 2

Detail 3

Detail 4

Detail 5

Detail 6

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase I
	1	<input checked="" type="checkbox"/>	313.42	USD	COBIJA HIDTA Q3		WO <input type="text"/>	GRANT <input type="text"/>	02140	1026	
	2	<input type="checkbox"/>	3,598.14	USD	FED0906 NE HIDTA 04/16 UPDATED	1	<input type="text"/>	<input type="text"/>	02140	1026	
	3	<input type="checkbox"/>	1,780.10	USD	REIMBURSEMENT- HIDTA Q4	1	<input type="text"/>	<input type="text"/>	02140	1026	

Add Item

Group View

Revenue Distribution

Approved Write-Off

Balance

Dr	Cr	Adj	Net	WO	Ref
0.00	0.00	0.00	0.00	313.42	0.00

Worksheet Selection

Worksheet Application

Worksheet Action

Attachments (0)

View Audit Logs

Save

Return to Search

Previous in List

Next in List

Notify

Refresh

The Worksheet is approved and the Write-off Approval link is now labeled **Approved Write-Off**

3. Click on the **Worksheet Action** link

Note: If there is an error or issue with the write off, the approver can enter Approval Comments and click on the Deny button. The worksheet is then routed back to the submitter where it can be deleted and/or changes made and resubmitted.

The **Worksheet Action** page displays:

Worksheet Action

Unit 02140 Worksheet ID 20369 Accounting Date 12/10/2018

Status: Do Not Post

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Do Not Post OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Previous in List Next in List Notify

The Posting Action is set to Do Not Post. The Worksheet posting action can be set to Batch Standard by the approver or can be returned to the originator of the write-off to set the Posting Action to Batch Standard. Once the worksheet is set to Batch Standard it will post when the next ARUPDATE process is executed.

Approve Maintenance Worksheet to Write-off an Item is Complete

Deny Maintenance Worksheet to Write-Off an Item

Possible situations when this function is used: An Approver will deny a write-off transaction when there is an error in a Maintenance Worksheet that is writing-off an open item for \$1 or more. For example, the wrong receivable item was chosen for write-off in the worksheet.

Write-off transactions that are incorrect are returned to the VISION User who initiated the transaction.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Other Links > Worklist

Navigator Menu navigation: Worklist > Worklist

A Write-off transaction is submitted for approval according to the Create a Maintenance Worksheet to Write-Off an Item procedure described in the preceding section of this document. Once submitted for approval the worksheet is routed to the Work List of each person eligible to approve the transactions for the submitting department.

The navigation above opens the list of items requiring approval by the individual authorized to approve the submitted transaction.

NOTE: If applicable, the Worklist includes all transactions available for an approver to work, not only AR Maintenance Write Off's.

Worklist

Worklist for RHALLENB: Richard M Hallenbeck

Detail View

Worklist Filters

Feed

Worklist Items

Personalize

From	Date From	Work Item	Worked By Activity	Priority	Link
SCI-Randy Smith	12/11/2018	Approval Routing	Approval Workflow	2-Medium	ARMaintWriteOff, 22, STATE, 1901-01-05, N, 0, WS, BU:02140 WS ID:20370
Rachel Piper	11/28/2018	Approval Routing	Approval Workflow	3-Low	VoucherApproval, 257, VoucherApprovalDefault, 1901-01-04, N, 0, BUSINESS_UNIT:02140 VOUCHER_ID:00268927 RDC:RA,0,A
Rachel Piper	11/28/2018	Approval Routing	Approval Workflow	3-Low	VoucherApproval, 256, VoucherApprovalDefault, 1901-01-04, N, 0, BUSINESS_UNIT:02140 VOUCHER_ID:00268938 RDC:RA,0,A
Rachel Piper	11/28/2018	Approval Routing	Approval Workflow	3-Low	VoucherApproval, 255, VoucherApprovalDefault, 1901-01-04, N, 0, BUSINESS_UNIT:02140 VOUCHER_ID:00268931 RDC:RA,0,A
Rhonda S Camley	11/21/2018	Approval Routing	Approval Workflow	3-Low	Credit Invoice, 128, VTCredit Invoice Approval, 2018-01-11, N, 0, BUSINESS_UNIT:02140 INVOICE:76900 RDC:RA,0,A

Maintenance worksheet approval items are listed in the Worklist with an **Approval Process Name** of **ARMaintWriteOff**. The specific worksheet is identified by the worksheet **Business Unit** and **Worksheet ID** (Example: BU 02140 WS ID 20370).

Note: The **Work List** can be sorted by clicking on a column heading. For example, to locate an approval request from a specific individual click on **From** in the heading for the first column then scroll through the list to find the individual's request.

1. Click the **Link** identified by the **Approval Process Name = ARMaintWriteOff** and the **BU and Worksheet ID**

The Maintenance Worksheet requiring approval is opened at the **Worksheet Application** page:


The screenshot shows the 'Worksheet Application' interface. At the top, there are fields for Unit (02140), Worksheet ID (20370), Currency (USD), Accounting Date (12/11/2018), and Reason Code. Below these 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 contains a table with columns: View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, Customer, and Service Purchase ID. The first row is highlighted with a green box around the 'View Detail' icon and the 'Sel' checkbox, which is checked. The 'Type' field is also highlighted with a green box and contains 'WO'. The 'Reason' field contains 'GRANT'. The 'Unit' is '02140' and the 'Customer' is '1026'. The 'Item ID' is 'COBIJA HIDTA Q3'.

Below the table, there are buttons for 'Add Item', 'Group View', 'Revenue Distribution', and 'Pending Write-Off Approval'. A 'Balance' section shows a table with columns: Dr, Cr, Adj, Net, WO, and Ref. The values are: Dr 0.00, Cr 0.00, Adj 0.00, Net 0.00, WO 313.42, and Ref 0.00.

At the bottom, there are links for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action', 'Attachments (0)', and 'View Audit Logs'. An 'Approval Comments' section has a large text area for comments. Below this are 'Approve' and 'Deny' buttons. The 'Deny' button is highlighted with a red box. At the very bottom are buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh'.

The write-off transaction is indicated by a **Check** in the **Selection (Sel)** column and an **Entry Type** of **WO** (Write-off a Debit) and the **Entry Reason** selected by the VISION user that initiated the worksheet.

Additional details on the item selected for write-off can be viewed by clicking the  icon in the **View Detail** column.

2. **Enter a Comment** in the **Approval Comments** box that includes information about why the write off transaction is being denied. **Approval Comments are required to deny a worksheet**
3. Click **Deny** to return the write off transaction to the VISION User who submitted the write-off request

The Worksheet is saved with an approval status of **Denied**:

Worksheet Application

Unit 02140 Worksheet ID 20370 Currency USD Accounting Date 12/11/2018 Reason Code

Item Action Entry Type: Offset an Item Reason:

Row Selection Choice: Select Range Range: Go

Display Control Display: All Items Go

Absolute Value Sort

Item List

Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Detail 6							
View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID	Ins
	1	<input checked="" type="checkbox"/>	313.42	USD	COBIJA HIDTA Q3		WO	GRANT	02140	1026		
	2	<input type="checkbox"/>	3,598.14	USD	FED0906 NE HIDTA 04/16 UPDATED	1			02140	1026		
	3	<input type="checkbox"/>	1,780.10	USD	REIMBURSEMENT- HIDTA Q4	1			02140	1026		

Add Item Group View Revenue Distribution **Denied Write-Off**

Balance

Dr	Cr	Adj	Net	WO	Ref
0.00	0.00	0.00	0.00	313.42	0.00

Worksheet Selection Worksheet Application Worksheet Action Attachments (0) View Audit Logs

Save Return to Search Notify Refresh

The approval link is changed to **Denied Write-Off**

- Click on the **Denied Write-Off** link

A pop-up window displays the write-off status:

AR Write-Off Stage

WS_BU=02140, WS_ID=20370: **Denied** View/Hide Comments

AR Write-Off Path

Denied

Richard M Hallenbeck
VT AR Approval Userlist
12/11/18 - 8:22 AM

Comments

Close

- Click on the **View/Hide Comments** link to see the comments

The Comments box expands:

AR Write-Off Stage

WS_BU=02140, WS_ID=20370: **Denied** View/Hide Comments

AR Write-Off Path

Denied

Richard M Hallenbeck
VT AR Approval Userlist
12/11/18 - 8:22 AM

Comments

Richard M Hallenbeck at 12/11/18 - 8:22 AM
Please select item id REIMBURSEMENT- HIDTA Q4 for \$1,780.10 for the write-off transaction.

Close

The instructions entered are available for review in the expanded comments section by the VISION User who submitted the write-off request.

6. Click **Close**

You are returned to the **Worksheet Application** page:

Worksheet Application

Unit 02140 Worksheet ID 20370 Currency USD Accounting Date 12/11/2018 Reason Code

Item Action

Entry Type Offset an Item Reason

Row Selection

Choice Select Range Range Go

Display Control

Display All Items Go

Item List

View Detail	Seq Nbr	Sel	Item Balance	Currency	Item ID	Line	Type	Reason	Unit	Customer	Service Purchase ID
	1	<input checked="" type="checkbox"/>	313.42	USD	COBIJA HIDTA Q3		WO	GRANT	02140	1026	
	2	<input type="checkbox"/>	3,598.14	USD	FED0906 NE HIDTA 04/16 UPDATED	1			02140	1026	
	3	<input type="checkbox"/>	1,780.10	USD	REIMBURSEMENT- HIDTA Q4	1			02140	1026	

Add Item

Group View

Revenue Distribution

Denied Write-Off

Balance	Dr	Cr	Adj	Net	WO	Ref
	0.00	0.00	0.00	0.00	313.42	0.00

Worksheet Selection

Worksheet Application

Worksheet Action

Attachments (0)

View Audit Logs

Save

Return to Search

Notify

Refresh

7. Click on the **Worksheet Action** link

The **Worksheet Action** page displays:

Worksheet Action

Unit 02140 Worksheet ID 20370 Accounting Date 12/11/2018

Status Do Not Post

Worksheet Action	Posting Action	Accounting Entry Action
<div>Delete Worksheet</div> <div>Delete Maintenance Group</div>	Action: <div>Submit to Workflow</div> <div>OK</div>	<div>Create/Review Entries</div>

Worksheet Selection Worksheet Application Worksheet Action

Save

Return to Search

Notify

The worksheet Posting Action is set to Submit to Workflow and is now available to the originating VISION User. Based on the approvers comments, the originating user will either correct the worksheet and resubmit it or delete the worksheet if it is not valid (Delete Worksheet button).

Deny Maintenance Worksheet to Write-off an Item is Complete

Delete a Maintenance Worksheet That Has Not Posted

Possible situations when this function is used: Maintenance worksheets are created whenever the Build button is selected, even if the worksheet has not been saved or set to post. The maintenance worksheet will need to be deleted if it is not used in the current month.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Receivables Maintenance > Finalize Maintenance Worksheet

Navigator Menu navigation: Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Finalize Worksheet

The **Finalize Worksheet** page displays:

Finalize Worksheet

Find an Existing Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches | Saved Searches: Choose from saved searches

*Worksheet Business Unit: [dropdown] 03545
Worksheet ID: [dropdown] begins with 13525
User ID: [dropdown] begins with
^ Show fewer options

☐ Case Sensitive

Search Clear Save Search

1. **Worksheet Business Unit** - Leave as default **or** enter the appropriate business unit
2. **Worksheet ID** - Enter the appropriate Worksheet ID
3. Click **Search**

The **Worksheet Action** page displays:

Worksheet Action

Unit 03545 Worksheet ID 15352 Accounting Date 11/13/2018

Status Do Not Post

Worksheet Action
Delete Worksheet
Delete Maintenance Group

Posting Action
Action: Do Not Post OK

Accounting Entry Action
Create/Review Entries

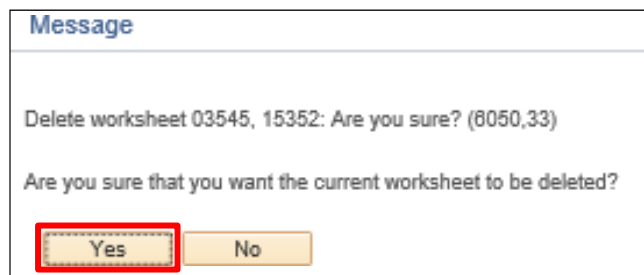
Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

Posting Action is set to Do not Post, Batch Standard or Approved. If you need to review your worksheet prior to deleting, click Worksheet Selection or Worksheet Application links.

4. Click **Delete Worksheet**

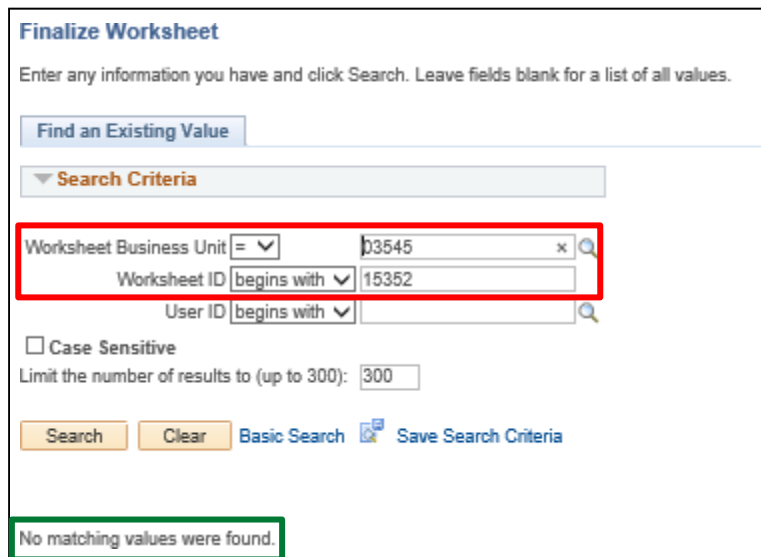
You will receive the following **Message**:



A confirmation message dialog box titled "Message". The text inside reads: "Delete worksheet 03545, 15352: Are you sure? (8050,33)" followed by "Are you sure that you want the current worksheet to be deleted?". At the bottom, there are two buttons: "Yes" and "No". The "Yes" button is highlighted with a red rectangular border.

5. Click **Yes**

You are returned to the **Finalize Worksheet** search page:



The "Finalize Worksheet" search page. It includes a "Find an Existing Value" button, a "Search Criteria" section with dropdowns for "Worksheet Business Unit" (set to 03545), "Worksheet ID" (set to begins with 15352), and "User ID" (set to begins with). There is a "Case Sensitive" checkbox and a "Limit the number of results to (up to 300):" field set to 300. At the bottom, there are "Search", "Clear", "Basic Search", and "Save Search Criteria" buttons. A green box at the bottom of the form contains the text "No matching values were found."

To confirm that the Maintenance Worksheet has been deleted, do a search for the Worksheet ID that was deleted.

6. **Worksheet Business Unit** - Enter the appropriate worksheet business unit

7. **Worksheet ID** - Enter appropriate Worksheet ID

8. Click **Search**

You will receive the message "**No matching values were found.**"

Delete a Maintenance Worksheet that has Not Posted is Complete

Enter Customer Conversation

Possible situations when this function is used: Enter details for a conversation, including review information, keywords. Any time a change is made to a Customer in the Accounts Receivable module a Conversation can be entered for future reference. You can review a conversation with a customer contact and define actions to be taken based on that conversation, or you can add additional conversation information for an existing customer.

You can also review information for any conversation that has been entered or enter a conversation at any time. You can enter up to three keywords for each conversation if you want to use the Conversation by Keyword page to locate conversations with a certain keyword.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Customer Interactions > View/Update Conversations

Navigator Menu navigation: Customers > Conversations > Update Conversations

The **Update Conversations** page displays, click on the **Add a New Value** button:



View/Update Conversations

Add a New Value

Find an Existing Value

*SetID 01110

*Business Unit 01110

*Customer ID ST003

Add

1. **Set ID** - Leave as default **or** enter the appropriate set ID
2. **Business Unit** - Enter the appropriate business unit
3. **Customer ID** - Enter appropriate Customer ID
4. Click **Add**

The **Conversations** page displays:

The screenshot shows the 'Conversations' page with the following details:

- Top Navigation:** Conversations | References | Attachments
- Form Fields:**
 - *Status:** New (dropdown menu)
 - Description:** Bill discrepancy
 - SetID:** 01110, **Business Unit:** 01110, **Customer:** ST003, **Finance and Management**
 - Subject:** (empty), **Sub-Topic:** (empty)
 - Review:** Date (calendar icon), Review Days (input), User ID (input), Supervisor Review (checkbox), Done (checkbox)
 - Follow Up:** Action (input), User ID (input), Letter (input), Date (input), Done (checkbox)
 - Reference Totals:** Amount (0.00), Currency (USD), Promise Date (calendar icon)
- Metadata:** Created On 10/16/18 2:40:46PM, Created By ETEST, Last Modified On 10/16/18 2:54PM, Modified By ETEST
- Keywords:** Keyword1: ADJUST, Keyword2: (empty), Keyword3: (empty)
- Conversation Entries:**
 - Buttons: Add Conversation Entry, Find | View All, First, 1 of 1, Last, Delete Entry, Edit Entry
 - Table Headers: Contact ID, Email ID, Telephone, Extension
 - Comments: Customer sent an additional \$50 payment which exceeded the balance amount due.
 - Metadata: Created On 10/16/18 2:40PM, Created By ETEST, Last Modified On 10/16/18 2:54PM, Modified By ETEST
- Bottom Buttons:** Save, Notify, Previous tab, Next tab, Add, Update/Display

5. **Status** - Defaults as **NEW**, accept default
 6. **Description** - Enter a brief description
 7. **Keyword1** - Enter appropriate and valid keyword for conversation not a mandatory field. Use the magnifying glass for keyword lookup
 8. **Comments** - Enter detailed description for the conversation
 9. Click **Save**
 10. **Status** - Change from **NEW** to **OPEN**
- Values are:**
- Closed:** Select when customer account is closed. This status is informational only. You can change a closed conversation
 - New:** The system automatically assigns this when you create a new conversation, before anyone reviews or responds to it
 - Open:** Select when you review or respond to a new conversation
11. Click **Save**

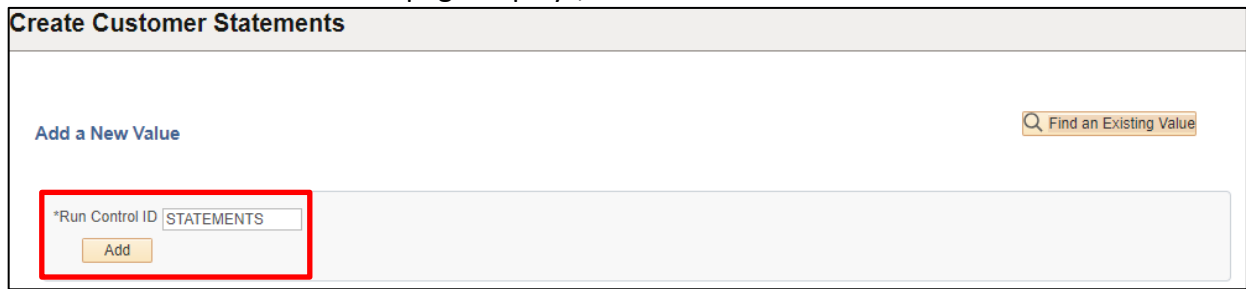
Entering a Customer Conversation is Complete

Run and Print Customer Statements

Possible situations when this function is used: Customer Statements are Crystal reports that can be run at any time. They list all open receivables for customers by business unit and are intended to be sent to customers monthly as a collection tool.

Navigator Menu navigation: Accounts Receivable > Customer Interactions > Statements > Create Customer Statements

The **Create Customer Statements** page displays, click on the Add a New Value button:



1. **Run Control ID** - Enter a unique Run Control ID
2. Click **Add**

The **Statements Parameters** page displays:

3. **As of Date** - Enter appropriate As of Date
4. **Unit** - Enter appropriate Business Unit
5. **Set ID** - Enter appropriate **Set ID = Business Unit**, with the exception of BGS and DOC
6. **Customer** - Leave blank for all % will default OR enter appropriate customer ID
7. **Correspondence Customer** - Leave blank for all % will default
8. **Statement Group** - Select **All Statement Groups**
9. **Balance Forward Due Date** - When deselect Balance Forward date is not available
10. **Open Item** - Select
11. **Balance Forward** - Deselect
12. Click **Run**

The **Process Scheduler Request** window opens:

13. Select the box next to ARSTMT application engine
14. Click **OK**

You are returned to the **Statement Parameters** page:

Statements Parameters | Currency to Convert

Run Control ID: STATEMENTS | Report Manager | **Process Monitor** | Run

Language: English | Process Instance: 9472047

Report Request Parameters

As of Date: 12/07/2018 | Use System Date | Open Item | Open Item Include Drafts | Balance Forward | Balance Forward Re-run

Unit: 01106 | ADSTelecommunications/VOIP

SetID: BGS | Building & General Services

Customer: SA1 | SA ADDISON COUNTY

Correspondence Customer: %

Statement Group: All Statement Groups

Balance Forward Due Date: 12/07/2018

Save | Return to Search | Previous in List | Next in List | Notify | Add | Update/Display

15. Click on the **Process Monitor** link

The **Process List** page displays:

Process List | Server List

View Process Requests

User ID: EHOEFEL | Type: | Last: 10 | Minutes: | Refresh | Clear | Reset

Server: | Name: | Instance: | Range: | Save On Refresh | Report Manager

Run Status: | Distribution Status: |

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437150		STATEMENTS	PSJob	ARSTMT	EHOEFEL	01/18/2024 10:36:33AM EST	Success	Posted	Details	Actions

16. Click **Refresh** until **Run Status = Success** and **Distribution Status = Posted**

Process List

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437150		STATEMENTS	PSJob	ARSTMT	EHOEFEL	01/18/2024 10:36:33AM EST	Success	Posted	Details	Actions

Go back to Create Customer Statements

Save | Notify

17. Click on the **Go back to Create Customer Statements** link (bottom left of page)

You are returned to the **Statement Parameters** page.

To Print Statement:

Navigator Menu navigation: Accounts Receivable > Customer Interactions > Statements > Print Statements

18. Click on the **Find an Existing Value** tab use the same run control as used for running the Statement Process

By using the same run control as the Statement process the Statement Number will automatically populate on the page:

Statement Print

Run Control ID STATEMENTS Report Manager Process Monitor **Run**

Language English

Report Request Parameters

Statement Number 6739

Customer ID SA1

☐ Delete After Print

Save Return to Search Previous in List Next in List Notify Add Update/Display

19. Click **Run**

Message

Warning -- Please process this request immediately. Failure to do so may result in the loss of data. (6000,764)

Please process this request immediately. Failure to do so may result in the loss of data.

OK Cancel

You may receive the following **Message**:

20. Click **OK**

Process Scheduler Request

User ID ETEST Run Control ID STATEMENTS

Server Name Run Date 12/12/2018

Recurrence Run Time 8:23:53AM Reset to Current Date/Time

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input type="checkbox"/>	PS/AR Statements Print	ARSTPRT	PSJob	(None)	(None)	Distribution
<input checked="" type="checkbox"/>	Customer Statement Print	ARX32000	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	XMLP BalanceForward Statement	ARX32001	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	XMLP Draft Customer Statement	ARX32002	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Customer Stmt Print w/Agiro	ARX32A00	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	Balance Forward Stmt P w/Agiro	ARX32A01	BI Publisher	Web	PDF	Distribution
<input type="checkbox"/>	XMLP Statment Bursting Program	AR_STMTS_XML	Application Engine	Web	TXT	Distribution

OK Cancel

The **Process Scheduler Request** page displays:

21. Select the box for **Customer Statement Print**

22. Click **OK**

You are returned to the **Statement Print Parameters** page:

Statement Print

Run Control ID STATEMENTS

Report Manager **Process Monitor** Run

Language English

Process Instance:9472052

Report Request Parameters

Statement Number 6739

Customer ID SA1

Delete After Print

Save Return to Search Previous in List Next in List Notify Add Update/Display

23. Click on the **Process Monitor** link

The **Process Monitor** page displays:

Process List Server List

View Process Requests

User ID EHOEFEL

Type

Last

1

Days

Refresh

Clear

Reset

Server

Name

Instance

Range

Run Status

Distribution Status

Save On Refresh

Report Manager

Process List

1-15 of 15

View All

Select	Instance	Seq.	Run Control ID	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details	Actions
<input type="checkbox"/>	12437362		STATEMENTS	BI Publisher	ARX32000	EHOEFEL	01/24/2024 9:42:02AM EST	Success	Posted	Details	Actions

24. Click **Refresh** until **Run Status = Success** and **Distribution Status = Posted**

Go back to Print Statements

Save Notify

25. Click on the **Go back to Print Statements** link (bottom left of page)

You are returned to the **Statement Print** page:

Statement Print

Run Control ID STATEMENTS

Report Manager **Process Monitor** Run

Language English

Report Request Parameters

Statement Number 6739

Customer ID SA1

Delete After Print

Save Return to Search Previous in List Next in List Notify Add Update/Display

26. Click on the **Report Manager** link

The **Report Monitor** page displays, click on the **Administration** tab:

[List](#) [Explorer](#) **Administration** [Archives](#)

View Reports For
User ID Type Last Days [Refresh](#)
Status Folder Instance to

Report List

☐ ☐

[1-37 of 37](#) [View All](#)

Select	Report ID	Prcs Instance	Description	Request Date/Time	Format	Status	Details
<input type="checkbox"/>	5514241	12437362	ARX32000S - ARX32000S.pdf	01/24/2024 9:42:19AM	Acrobat (*.pdf)	Posted	Details

27. Click on the [link](#) for the appropriate report.

The report will open, to print, click on the print icon (top left).

Run and Print Customer Statements is Complete

Review Pending Items Groups Not Set To Post

Possible situations when this function is used: Review is used to view groups that are in error or have not yet been set to post.

Navigator Menu navigation: Accounts Receivable > Pending Items > Review Items > Groups Not Set To Post

The **Groups Not Set To Post** page displays:

Groups Not Set To Post

Business Unit 01110

User E TEST

*Posting Status Never Posted And Error Groups

*Balance Status In And Out Of Balance Groups

Search

1. **Business Unit** - Leave as default **or** enter the appropriate business unit
2. **User** - Leave as default **or** erase name and leave blank (by leaving field blank you will get all users who enter under the Business Unit.
3. **Posting Status** - Leave as default **or** select valid value from drop down
4. **Balance Status** - Leave as default **or** select valid values from drop down
5. Click [Search](#)

The **Groups Not Set to Post** page displays with a listing of groups

Groups Not Set To Post

Business Unit 01110

User

*Posting Status Never Posted And Error Groups

*Balance Status In And Out Of Balance Groups

Search

*Group Amount Switch To Be Posted

Item Dtl	Group ID	Type	Origin ID	Accounting Date	Post Status	Assigned	To Be Posted	Currency
	4119	B	ON_AR	07/30/2018	Not Posted	TJARVIS	1,000.00	USD
Totals								
Total	1			Total Amount		1,000.00		Currency USD

Post Status Column shows the post status of the group, which will state “not posted” or “error”.

6. Click on the [Show Item Detail](#) icon to access the group to complete and set to post

The **Group Control** page displays:

Group Control | Group Action

Group Unit 01110 Group ID 4119 View Audit Logs

*Accounting Date 07/30/2018

*Group Type B Billing

*Origin ID ON_AR ONL_AR

Control Totals		
Control	1,000.00	*Count 2
Entered	1,000.00	Count 2
Difference	0.00	Count 0
Posted	0.00	Count 0

Control Data

*Received 07/30/2018 *Entered 07/30/2018

Posted

Assign TJARVIS User TJARVIS

Group Status

Edit Status Edited

Balanced No

Posting Status Not Posted

Accounting Entries Balanced

Posting Action Do Not Post

Save Return to Search Notify

7. Click on the **Group Action** tab

The **Group Action** page displays:

Group Control | Group Action

Group Unit 01110 Group ID 4119

Posting Status Do Not Post

Group Actions

Balance

Delete Group

Posting Action

Do Not Post

Batch Priority

Batch Standard

Save Return to Search Notify

8. Click **Batch Standard**

Group Control | Group Action

Group Unit 01110 Group ID 4119

Posting Status Batch Standard

Group Actions

Balance

Delete Group

Posting Action

Do Not Post

Batch Priority

Batch Standard

Save Return to Search Notify

Posting Status changes from **Do not Post** to **Batch Standard**. Group will pick up in the next ARUPDATE process that is run as a nightly batch process.

Review Groups Not Set to Post is Complete

Review Pending Items Groups Set To Post

Possible situations when this function is used: Review Pending Items Group Set to Post allows you to view groups that the post action is Batch Standard ready for posting. ARUPDATE will run overnight and post the groups to the customer's account.

Navigator Menu navigation: Accounts Receivable > Pending Items > Review Items > Groups Set To Post

The **Groups Set To Post** page displays:

The screenshot shows the 'Groups Set To Post' form. It includes a 'Business Unit' field with the value '01110', a 'User' field, and a '*Post Action' dropdown menu set to 'Batch Priority and Standard'. A red box highlights the 'Search' button.

1. **Business Unit** - Leave as default **or** enter the appropriate business unit
2. **User** - Leave as default **or** erase name and leave blank (by leaving field blank you will get all users who enter under the Business Unit)
3. **Posting Action** - Leave as default **or** select valid value from drop down
4. Click [Search](#)

The **Groups Set To Post** page displays all groups set to post:

The screenshot shows the 'Groups Set To Post' page. It includes the same filters as the previous screenshot, plus a '*Group Amount Switch' dropdown set to 'To Be Posted'. Below the filters is a table with the following data:

Group ID	Action	Assigned	Type	Accounting Date	Origin ID	To Be Posted	Currency
4118	Batch Standard	TJARVIS	B	07/26/2018	ON_AR	100.00	USD
4119	Batch Standard	TJARVIS	B	07/30/2018	ON_AR	1,000.00	USD
4135	Batch Standard	ETEST	B	10/15/2018	ON_AR	-35.00	USD
Totals							
Total		3	Total Amount		1,065.00	Currency USD	

Below the table is a 'Notify' button.

Review Groups Set To Post is Complete

Review Payments Set to Post

Possible situations when this function is used: Review payments Set to Post is used to view payments that the post action is Batch Standard ready for posting. ARUPDATE will run overnight and post the groups to the customer's account.

WorkCenter navigation: Accounts Receivable WorkCenter > My Work pagelet > Payments > Payments to Post

The **Payments to Post** page displays:

Payments to Post

Refine Filter Criteria

Payments to Post

Personalize | Find | View All | First 1-10 of 19 Last

Detail 1 | Detail 2 | Detail 3 | Detail 4

	Deposit Unit	Deposit ID	Payment ID	Payment Amount	Currency	Payment Status	Posting Action	Assigned
<div></div>	01108	004627	01260/00073006	17,849.04	USD	Applied	<div></div> Batch Standard	CNILES
<div></div>	01177	022719	08100/678395	540.17	USD	Applied	<div></div> Batch Standard	JBURNS

These payments will be picked up in the next ARUPDATE batch process which runs overnight and post to the customer account.

Review Payments Set to Post is Complete

Review Posting Results-Pending Items

Possible situations when this function is used: Review Posting Results-Pending Items is used to check status of pending items once ARUPDATE runs overnight.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Receivables Update > Posting Results-Pending Items

Navigator Menu navigation: Accounts Receivable > Receivables Update > Posting Results-Pending Item > All Items w/Detail

The **All Items w/ Detail** page displays:

All Items w/ Detail

Find an Existing Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches | Saved Searches: Choose from saved searches

*Group Unit: = 01110

Group ID: begins with

User ID: begins with

Assigned Operator ID: begins with

Group Type: begins with

Origin ID: begins with

Entered Date: =

Posting Status: =

^ Show fewer options

☐ Case Sensitive

Search Clear Save Search

- Group Unit** - Leave as default **or** enter the appropriate group unit
- Group ID** - Enter appropriate group id **or** leave blank and search on all groups
- Click **Search**

Search Results will display:

▼ **Search Results**

Only the first 100 results of a possible 1699 can be displayed. Group Unit "01110"

Group Unit	Group ID	User ID	Assigned Operator ID	Group Type	Origin ID	Entered Date	Posting Status	Posted Date	
01110	1014	VSTROBRI	VSTROBRI	B	WIRE	02/23/2007	Complete	02/23/2007	>
01110	1040	VSTROBRI	VSTROBRI	B	WIRE	06/13/2007	Complete	06/13/2007	>
01110	1078	VSTROBRI	VSTROBRI	B	WIRE	08/30/2007	Complete	08/30/2007	>

- Click on the **Group ID** link you want to view

The **Group Control** page displays:

Group Control Pending Item 1 Pending Item 2 Pending Item 3 Accounting Entries			
Group Unit 01110		Group ID 2260	
Accounting Date 03/14/2011		Approved By	
Group Type B	Billing		
Origin ID WIRE	Wire		
Totals		Currency	
Control	11,662.00	*Count	1
Entered	11,662.00	Count	1
Difference	0.00	Count	0
Posted	11,662.00	Count	1
Control Data		Control Data	
Received 03/14/2011		Received 03/14/2011	
Entered 03/14/2011		Entered 03/14/2011	
Posted 03/15/2011		Posted 03/15/2011	
Assign RMCCUEN2		Assign RMCCUEN2	
User RMCCUEN2		User RMCCUEN2	
Group Status			
Edit Status	Edited	Accounting Entries	Balanced
Balanced	Yes	Posting Action	Do Not Post
Posting Status	Complete		
Return to Search Previous in List Next in List Notify			

Group Status section:

- **Edit Status** = Edited
- **Balanced** = Yes
- **Posting Status** =
 - Complete (group posted to customer account with no errors.)
 - Error (group is in error click on the pending item 1 tab and click the error info button to find what the error message is. To correct error, navigate to Correct Posting Errors segment of manual.)
- **Accounting Entries** = Balanced
- **Posting Action** = Do not Post (once a group posts to customer account the posting Action changes from Batch Standard to Do not Post)

Review Posting Results-Pending Items is Complete

Review Posting Results-Payments

Possible situations when this function is used: Review Posting Results-Payments can be used to check the status of payments once ARUPDATE runs overnight.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Receivables Update > Posting Results-Payments

Navigator Menu navigation: Accounts Receivable > Receivables Update> Posting Results-Payments> Item w/ Accounting Entries

The Item with **Accounting Entries** page displays:

Items w/ Accounting Entries

Find an Existing Value

▼ Search Criteria
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Deposit Unit = 01110
Deposit ID begins with 00005
Payment ID begins with
Group ID begins with
Group Type begins with
User ID begins with
Assigned Operator ID begins with
Entered Date =
Posting Status =
Payment Type =
Show fewer options
Case Sensitive
Search Clear Save Search

You can search using all or some of the fields listed above. In this **example** we know the Deposit #:

1. **Deposit Unit** - Leave as default **or** enter the appropriate deposit unit
2. **Deposit ID** - Enter appropriate deposit ID
3. Click **Search**

The **Payment Control** page displays:

Payment Control Payment 1 Payment 2 Payment 3 Accounting Entries			
Deposit Unit 01110		Deposit ID 000005	Payment ID 263 01270
Accounting Date 06/17/2003		Approved By	
Group Type P	Payment		
Origin ID PS_AR	PS_AR		
Payment Type Payment			
Totals		Control Data	
Control	-214.00	*Count	1
Entered	-214.00	Count	1
Difference	0.00	Count	0
Posted	-214.00	Count	1
Group Status			
Edit Status	Edited		
Balanced	Yes		
Posting Status	Complete		
		Accounting Entries	Balanced
		Posting Action	Do Not Post
Return to Search Previous in List Next in List Notify			

Group Status section:

- **Edit Status** = Edited
- **Balanced** = Yes
- **Posting Status** =
 - Complete (payment posted to customer account with no errors.)
 - Error (payment is in error click on the payment 1 tab and click the error info button to find what the error message is). To correct error, navigate to Correct Posting Errors: Accounts Receivable > Receivables Update > Correct Posting Errors > Payments
- **Accounting Entries** = Balanced
- **Posting Action** = Do not Post (once a payment posts to customer account the posting Action changes from Batch Standard to Do not Post)

Review Posting Results-Payments is Complete

Review Item List

Possible situations when this function is used: Review Item information in several statuses.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Item Information > Item List

The **Item List** page displays:

The screenshot shows the 'Item List' page with the following elements:

- Search Filters:** SetID (01110), Unit (01110), Customer (ST001), Agency of Administration, *Level (No Relationship), *Status (Open). A red box highlights the 'Search' button.
- Row Selection:** Range, GO, Select All, Deselect All.
- Item Action:** Select Action..., GO.
- Search Result Totals:** A table with 3 columns: Debits, Debit Amount, Currency; Credits, Credit Amount, Currency; Total, Total Amount, Currency; Selected, , Currency.
- Refresh:** A Refresh button at the bottom left.

1. **SetID** - Enter valid value **or** select value
2. **Unit** - Enter valid value **or** select value
3. **Customer** - Enter valid value **or** select value
4. **Level** - Leave default value
5. **Status** - Defaults as Open - Depending on what information you are looking for choose a valid value from the drop-down menu: All, Closed, Collection, Deduction, Dispute, Doubtful, Last Conv, and Past due
6. Click **Search**

The **Item List** page displays:

Item List Advanced Search

SetID 01110 Unit 01110 Customer ST001 Agency of Administration *Level No Relationship

*Status All Search Advanced Search

Add Conversation Account Overview

Row Selection Range GO Select All Deselect All

Item Action Select Action... GO

Item List Personalize Find View All First 1-8 of 23 Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	1			201110	ST001	Closed	DUR	WR	WIRE	06/28/2002		USD	
2	<input type="checkbox"/>	ADMIN063005			201110	ST001	Closed	DUR	WR	WIRE	08/03/2005	7	USD	
3	<input type="checkbox"/>	ADMIN063005#2			201110	ST001	Closed	DUR	CR	CRED	08/09/2005	1	USD	
4	<input type="checkbox"/>	FEES	1		201110	ST001	Closed	DUR	WR	WIRE	07/30/2018		USD	
5	<input type="checkbox"/>	FEES081018	1		201110	ST001	Closed	DUR	WR	WIRE	08/10/2018		USD	
6	<input type="checkbox"/>	FY 2009 VISION DEVELOPMENT	1		201110	ST001	Closed	DUR	WR	WIRE	09/15/2008	23	USD	
7	<input type="checkbox"/>	FY04 DEVELOPMENT			201110	ST001	Closed	DUR	WR	WIRE	08/29/2003	14	USD	
8	<input type="checkbox"/>	FY05 DEVELOPMENT	1		201110	ST001	Closed	DUR	WR	WIRE	10/31/2004	22	USD	

Search Result Totals

Debits	23	Debit Amount	Currency	USD
Credits		Credit Amount	Currency	USD
Total	23	Total Amount	Currency	USD
Selected			Currency	

Refresh

7. Click on any of the **hyperlinks** to drill down to a new page. A component page will display

The **Item Maintenance** page displays:

Item Maintenance

Detail 1 Item Activity

Unit 01110 Customer ST001 Agency of Administration

Item ID ADMIN063005 Line Days Late 7 Status Closed

Accounting Date 08/03/2005 Balance 0.00 USD Billing Unit Original Amount 695.55 USD

Entry Type WR Entry Reason WIRE AR Dist Info WR-AR

Discount Options

Due Date 08/03/2005 Due Days Terms DUR Discount Days Discount Amount 0.00 Date Discount Amount 1 Date 1 Always Allow Discount As Of Date 08/03/2005 Posted 08/10/2005

Payment/Draft Options

Payment Method Check Draft Type Preapproved? Create Document? One Item per Draft?

Customer Relations

Dispute Reason Date Dispute Amount Deduction Reason Date Doubtful Collection Code Date Analyst FM Collector FM Agency of Administration Accounting FM Sales Person FM AR Specialist FM

Other Options

Revaluation Flag Available for Netting

Item Creation/Update Details

Created On 06/11/2018 3:58PM Last Modified On 06/11/2018 3:58PM Created By PPLSFT Modified By PPLSFT

Split Add Conversation View Audit Logs

OK Cancel Apply Refresh

8. Click on the **Customer** link to drill down to the customer address

The customer **General Info** page displays in a new window:

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 01110 Customer ID ST001 General Info Links

*Status Active Level Regular
 *Date Added 06/28/2002 *Since 06/28/2002
 *Name 1 Agency of Administration *Short Name Admin
 Name 2
 Currency Code USD Rate Type CRRNT

Roles

☒ Bill To Customer
 Bill To Selection
☐ Ship To Customer
 Ship To Selection
☐ Sold To Customer
 Sold To Selection
☐ Broker Customer
☐ Indirect Customer
☒ Correspondence Customer
 Correspondence Selection
☒ Remit From Customer
 Remit From Selection
☒ Corporate Customer
 Corporate Selection
☐ Consolidation Customer
 Consolidation Business Unit

Federal Attributes

☐ Federal Customer Trading Partner Code
 Disbursing Office
☐ Appropriation Symbol Not Required for Reimbursable Agreements

Support Teams Personalize | Find | View All | First 1 of 1 Last

Team Code	Default	Description
FM	<input checked="" type="checkbox"/>	FM

Address Locations Find | View All | First 1 of 1 Last

*Location 1
 Description 109 State Street
☒ Bill To ☒ Primary ☐ Broker ☐ Primary
☐ Ship To ☐ Primary ☐ Indirect ☐ Primary
☐ Sold To ☐ Primary ☐ Correspondence Address
☐ RFID Enabled VAT Default VAT Service Treatment Setup

Address Details Find | View All | First 1 of 1 Last

*Effective Date 06/29/2002 *Status Active
 Tax Code Language Code English

9. Close the window to return to the to the Item list page

The **Item List** search page displays:

Item List | Advanced Search

SetID 01110 Unit 01110 Customer ST001 Agency of Administration *Level No Relationship
 *Status All Search Advanced Search

Add Conversation Display Currency

Row Selection

Range GO Select All Deselect All

Item Action

Select Action... GO

Search Result Totals

	Debits	Debit Amount	Currency
	Credits	Credit Amount	Currency
	Total	Total Amount	Currency
	Selected		Currency

Refresh

Run Search again, and the list will provide results as follows:

Item List | Advanced Search

SetID 01110 | Unit 01110 | Customer ST001 | Agency of Administration | *Level No Relationship

*Status All | Search | Advanced Search

Add Conversation | Account Overview

Row Selection: Range 1-3 | GO | Select All | Deselect All

Item Action: Select Action... | GO

Item List | Personalize | Find | View All | First | 1-8 of 23 | Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input checked="" type="checkbox"/>	1			2 01110	ST001	Closed	DUR	WR	WIRE	06/28/2002			USD
2	<input checked="" type="checkbox"/>	ADMIN063005			2 01110	ST001	Closed	DUR	WR	WIRE	08/03/2005	7		USD
3	<input checked="" type="checkbox"/>	ADMIN063005#2			2 01110	ST001	Closed	DUR	CR	CRED	08/09/2005	1		USD
4	<input type="checkbox"/>	FEES	1		2 01110	ST001	Closed	DUR	WR	WIRE	07/30/2018			USD
5	<input type="checkbox"/>	FEES081018	1		2 01110	ST001	Closed	DUR	WR	WIRE	08/10/2018			USD
6	<input type="checkbox"/>	FY 2009 VISION DEVELOPMENT	1		2 01110	ST001	Closed	DUR	WR	WIRE	09/15/2008	23		USD
7	<input type="checkbox"/>	FY04 DEVELOPMENT			2 01110	ST001	Closed	DUR	WR	WIRE	08/29/2003	14		USD
8	<input type="checkbox"/>	FY05 DEVELOPMENT	1		2 01110	ST001	Closed	DUR	WR	WIRE	10/31/2004	22		USD

Search Result Totals

Debits	23	Debit Amount	Currency	USD
Credits		Credit Amount	Currency	USD
Total	23	Total Amount	Currency	USD
Selected			Currency	

Refresh

Item list page is displayed. To look at activity for more than one item at a time you can select a range of lines: for example:

10. Range - Enter 1-3

11. Click **GO**

The Item List page displays with lines 1-3 selected:

Item List | Advanced Search

SetID 01110 | Unit 01110 | Customer ST001 | Agency of Administration | *Level No Relationship

*Status All | Search | Advanced Search

Add Conversation | Account Overview

Row Selection: Range | GO | Select All | Deselect All

Item Action: Select Action... | GO

Item List | Personalize | Find | View All | First | 1-8 of 23 | Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input checked="" type="checkbox"/>	1			2 01110	ST001	Closed	DUR	WR	WIRE	06/28/2002			USD
2	<input checked="" type="checkbox"/>	ADMIN063005			2 01110	ST001	Closed	DUR	WR	WIRE	08/03/2005	7		USD
3	<input checked="" type="checkbox"/>	ADMIN063005#2			2 01110	ST001	Closed	DUR	CR	CRED	08/09/2005	1		USD
4	<input type="checkbox"/>	FEES	1		2 01110	ST001	Closed	DUR	WR	WIRE	07/30/2018			USD
5	<input type="checkbox"/>	FEES081018	1		2 01110	ST001	Closed	DUR	WR	WIRE	08/10/2018			USD
6	<input type="checkbox"/>	FY 2009 VISION DEVELOPMENT	1		2 01110	ST001	Closed	DUR	WR	WIRE	09/15/2008	23		USD
7	<input type="checkbox"/>	FY04 DEVELOPMENT			2 01110	ST001	Closed	DUR	WR	WIRE	08/29/2003	14		USD
8	<input type="checkbox"/>	FY05 DEVELOPMENT	1		2 01110	ST001	Closed	DUR	WR	WIRE	10/31/2004	22		USD

Search Result Totals

Debits	23	Debit Amount	Currency	USD
Credits		Credit Amount	Currency	USD
Total	23	Total Amount	Currency	USD
Selected	3	Selected Amount	Currency	0.00

Refresh

12. Click **Select All** to select all lines

13. Click **Deselect All** to deselect all lines

To view the activity for selected lines:

The screenshot shows the 'Item List' window with the following details:

- Search Filters:** SetID 01110, Unit 01110, Customer ST001, Agency of Administration, *Level No Relationship, *Status All.
- Buttons:** Search, Advanced Search, Add Conversation, Row Selection (Range, GO, Select All, Deselect All), Account Overview, Item Action (View Items and Item Activity, GO).
- Table:**

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input checked="" type="checkbox"/>	1			2 01110	ST001	Closed	DUR	WR	WIRE	06/28/2002			USD
2	<input checked="" type="checkbox"/>	ADMIN063005			2 01110	ST001	Closed	DUR	WR	WIRE	08/03/2005	7		USD
3	<input checked="" type="checkbox"/>	ADMIN063005#2			2 01110	ST001	Closed	DUR	CR	CRED	08/09/2005	1		USD

14. Item Action - Select View Items and Item Activity

15. Click GO

The **Selected Items** page displays:

The screenshot shows the 'Selected Items' window with the following details:

- Item Information:** Unit 01110, Customer ST001, Agency of Administration, Item ID 1, Terms DUR, As Of Date 06/28/2002, SubCustomer 1, SubCustomer 2, Order No.
- Item Activity:**

Sequence	Posted Date	Accounting Date	Entry Type	Entry Reason
1	07/02/2002	06/28/2002	WR	WIRE

16. Click on the View All link

The page expands to display all three lines:

Selected Items

Item

Unit 01110

Days Late 4

Item Balance 0.00 USD

Purchase Order

Bill of Lading

Letter of Credit ID

Due Date 06/28/2002

Customer ST001

Item ID 1

Terms DUR

As Of Date 06/28/2002

SubCustomer 1

SubCustomer 2

Order No

Agency of Administration

Item Activity

Sequence 1

Amount 923.00 USD

Group Unit 01110

Posted Date 07/02/2002

Accounting Date 06/28/2002

Entry Type WR

Document

Origin ID WIRE

Entry Reason WIRE

Sequence 2

Amount -923.00 USD

Group Unit 01110

Deposit Unit 01110

Posted Date 07/02/2002

Accounting Date 06/28/2002

Entry Type PY

Document

Origin ID PS_AR

Payment ID 1

Entry Reason

Unit 01110

Days Late 7

Item Balance 0.00 USD

Purchase Order

Bill of Lading

Letter of Credit ID

Due Date 08/03/2005

Customer ST001

Item ID ADMIN063005

Terms DUR

As Of Date 08/03/2005

SubCustomer 1

SubCustomer 2

Order No

Agency of Administration

Item Activity

Sequence 1

Amount 695.55 USD

Posted Date 08/03/2005

Accounting Date 08/03/2005

Entry Type WR

Entry Reason WIRE

Using the scroll bar will allow you to view all three items that were selected. If you want to drill down to the payment for each line click on the [View All](#) link for each line will drill down further to the payment line where you can view both pending group and payment. See Screen shot below:

Selected Items

Item

Find | View 1 First 1-3 of 3 Last

Unit 01110

Days Late 4

Item Balance 0.00 USD

Due Date 06/28/2002

Customer ST001

Item ID 1

Terms DUR

As Of Date 06/28/2002

Agency of Administration

Purchase Order

Bill of Lading

Letter of Credit ID

SubCustomer 1

SubCustomer 2

Order No

Item Activity

Find | View 1 First 1-2 of 2 Last

Sequence 1

Posted Date 07/02/2002

Accounting Date 06/28/2002

Amount 923.00 USD

Entry Type WR

Entry Reason WIRE

Group Unit 01110

Group ID 3

Document

Origin ID WIRE

Sequence 2

Posted Date 07/02/2002

Accounting Date 06/28/2002

Amount -923.00 USD

Entry Type PY

Entry Reason

Group Unit 01110

Group ID 95

Document

Origin ID PS_AR

Deposit Unit 01110

Deposit ID 2002

Payment ID 1

Unit 01110

Days Late 7

Item Balance 0.00 USD

Due Date 08/03/2005

Customer ST001

Item ID ADMIN063005

Terms DUR

As Of Date 08/03/2005

Agency of Administration

Purchase Order

Bill of Lading

SubCustomer 1

SubCustomer 2

OK

Cancel

Refresh

This page shows the pending group as well as the payment including deposit #. To go back to the Item List page:

- Click **OK** at the bottom of the page

The **Item List** page displays:

Item List

Advanced Search

SetID 01110

Unit 01110

Customer ST001

Agency of Administration

*Level No Relationship

*Status All

Search

Advanced Search

Add Conversation

Account Overview

Row Selection

Item Action

Range

GO

Select All

Deselect All

View Items and Item Activity

GO

Item List

Personalize | Find | View All | 1-8 of 23 | Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	1			2 01110	ST001	Closed	DUR	WR	WIRE	06/28/2002			USD
2	<input type="checkbox"/>	ADMIN063005			2 01110	ST001	Closed	DUR	WR	WIRE	08/03/2005	7		USD
3	<input type="checkbox"/>	ADMIN063005#2			2 01110	ST001	Closed	DUR	CR	CRED	08/09/2005	1		USD
4	<input type="checkbox"/>	FEES	1		2 01110	ST001	Closed	DUR	WR	WIRE	07/30/2018			USD
5	<input type="checkbox"/>	FEES081018	1		2 01110	ST001	Closed	DUR	WR	WIRE	08/10/2018			USD
6	<input type="checkbox"/>	FY 2009 VISION DEVELOPMENT	1		2 01110	ST001	Closed	DUR	WR	WIRE	09/15/2008	23		USD
7	<input type="checkbox"/>	FY04 DEVELOPMENT			2 01110	ST001	Closed	DUR	WR	WIRE	08/29/2003	14		USD
8	<input type="checkbox"/>	FY05 DEVELOPMENT	1		2 01110	ST001	Closed	DUR	WR	WIRE	10/31/2004	22		USD

Search Result Totals

Debits	23	Debit Amount	Currency	USD
Credits		Credit Amount	Currency	USD
Total	23	Total Amount	Currency	USD
Selected			Currency	

Refresh

Most of the review pages drill down in many ways. Depending on what information you are looking for depends on which review you will find most helpful.

Review Item List is Complete

Review Item Activity from a Group

Possible situations when this function is used: View activity for all items in a group.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Item Information > Item Activity From a Group

The **Item Activity From a Group** page displays:

Item Activity From a Group

Find an Existing Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Group Unit = 01110
Group ID begins with
*Business Unit = 01110
Customer ID begins with ST001
Posted Date =
Group Type begins with

^ Show fewer options

Search Clear Save Search

1. **Group Unit** - Accept Default **or** enter/select Valid value 🔍
2. **Group ID** - Enter Group # **or** leave Blank
3. **Business Unit** - Accept Default **or** enter/select Valid value 🔍
4. **Customer ID** - Enter/select Valid value 🔍 **or** leave Blank
5. **Posted Date** - Enter Valid Value **or** leave blank
6. **Group Type** - Leave blank (B - Billing)
7. Click **Search**

The **Search Results** display:

▼ **Search Results**
31 results Group Unit "01110", Business Unit "01110" +1 more

View All First 1-10 of 31 Last

Group Unit	Group ID	Business Unit	Customer ID	Posted Date	Group Type	
01110	1082	01110	ST001	09/12/2007	B	>
01110	1344	01110	ST001	09/16/2008	B	>
01110	1629	01110	ST001	11/25/2009	B	>

8. Click on the **link** to the group you want to view

The **Item Activity From A Group** page displays:

Item Activity From A Group

Group Unit 01110 Posted Date 11/25/2009

Group ID 1629

*Display Customer Switch **Customer ID** *Display Amount Switch Entry

Item Activities Personalize | Find | View All | First 1 of 1 Last

Unit	Customer ID	Item ID	Item Line	Entry Type	Reason	Entry	Currency
1 01110	ST001	VISION DEVELOPMENT		WR	WIRE	332.00	USD

Total Items 1 Group Amount 332.00 Currency USD

[Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#)

9. Display Customer Switch - Select Customer Name

The page displays customer name instead of customer ID:

Item Activity From A Group

Group Unit 01110 Posted Date 11/25/2009

Group ID 1629

*Display Customer Switch **Customer Name** *Display Amount Switch Entry

Item Activities Personalize | Find | View All | First 1 of 1 Last

Unit	Customer Name	Item ID	Item Line	Entry Type	Reason	Entry	Currency
1 01110	Agency of Administration	VISION DEVELOPMENT		WR	WIRE	332.00	USD

Total Items 1 Group Amount 332.00 Currency USD

[Return to Search](#) [Previous in List](#) [Next in List](#) [Notify](#)

Item Activity From A Group is Complete

Review Item Activity from a Customer Payment

Possible situations when this function is used: View items that were applied to the customer's account after the Receivable Update process (ARUPDATE) processed the payment. Once the payment has been posted, you cannot return to the payment worksheet to view how it was applied.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Item Information > Item Activity From a Payment

The **Item Activity From a Payment** page displays:

Item Activity From a Payment

Find an Existing Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches Choose from recent searches Saved Searches Choose from saved searches

*Deposit Unit = 01110
Deposit ID begins with
Payment Sequence =
Payment ID begins with
*Business Unit = 01110
Customer ID begins with ST001
Posted Date =
Payment Type =




^ Show fewer options

Search Clear Save Search

1. **Deposit Unit** - Accept Default **or** enter/Select Valid value
2. **Deposit ID** - Enter Group # **or** leave Blank
3. **Payment ID** - Enter valid value **or** leave Blank
4. **Business Unit** - Accept Default **or** enter/Select Valid value
5. **Customer ID** - Enter/Select Valid value **or** leave Blank
6. **Posted Date** - Enter Valid Value **or** leave blank
7. **Payment Type** - Select value from dropdown menu **or** leave Blank
8. Click **Search**

The Search Results display:

▼ **Search Results**
22 results Deposit Unit "01110", Business Unit "01110" +1 more

View All  First  1-10 of 22  Last								
Deposit Unit	Deposit ID	Payment Sequence	Payment ID	Business Unit	Customer ID	Posted Date	Payment Type	
01110	000039	1	01100 368	01110	ST001	09/12/2003	Payment	>
01110	000039	2	01100 369	01110	ST001	09/12/2003	Payment	>
01110	000076	1	01100 515	01110	ST001	11/22/2004	Payment	>
01110	000127	1	01100/ 660	01110	ST001	11/18/2005	Payment	>
01110	000181	1	01100/ 818	01110	ST001	10/11/2006	Payment	>
01110	000221	1	01100/ 954	01110	ST001	10/24/2007	Payment	>

9. Click on the [link](#) to the group you want to view

The **Item Activity From a Payment** page displays:





Item Activity From a Payment


Deposit Unit: 01110 Deposit ID: 000581

Acctg Date: 12/01/2017 Posted Date: 12/01/2017

Payment ID: 01100/28886 Payment Amount: -1,625.83 Currency: USD

*Display Amount Switch: Payment Amount ▼





Item Activity Personalize | Find | View All |   First  1 of 1  Last

Activity 1 Activity 2 

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
01110	ST001	Agency of Administration	4094	FY18 VISION DEVELOPMENT		PY		01100/28886	-1,625.83	USD

Totals

Total:	1	Total Amount:	-1,625.83	Currency:	USD
--------	---	---------------	-----------	-----------	-----

 Return to Search  Previous in List  Next in List  Notify

Review Item Activity From a Payment is Complete

Review Item Activity Summary

Possible situations when this function is used: View a single-line summary of each item-related activity.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Item Information > Item Activity Summary

The Item Activity Summary page displays:

At least one other field besides the Business Unit needs information in it.

1. **Business Unit** - Accept Default **or** enter/select Valid value 🔍
2. **Customer ID** - Enter/select Valid value 🔍 **or** leave Blank
3. **Item ID** - Enter valid item ID **or** leave blank
4. **Item Line** - Enter Valid Item Line # **or** leave blank
5. **Item Status** - Choose either Open or close from drop down or leave blank
6. **Credit Analyst** - Select valid value 🔍 or leave blank
7. **Collector** - Select valid value 🔍 or leave blank

The rest of the fields are not used at this time.

8. Click **Search**

The **Search Results** display:

▼ **Search Results**
27 results Business Unit "01110", Customer ID "ST001"

View All 1-27 First 1-10 of 27 Last											
Business Unit	Customer ID	Item ID	Item Line	Item Status	Credit Analyst	Collector	Purchase Order Reference	Document ID	Bill of Lading	Contract	
01110	ST001	1		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	ADMIN063005		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	ADMIN063005#2		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	FY 2009 VISION DEVELOPMENT		1 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	FY04 DEVELOPMENT		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>

9. Click on the **Item ID** you want to view

The **Item Activity Summary** page displays:

Item Activity Summary

Unit: 01110 Customer: ST001 Agency of Administration _____

Item ID: FY18 VISION DEVELOPMENT Line: Days Late: 44 Status: Closed

Item Activity Find | View All First 1-2 of 2 Last

Item Balance 0.00 USD

*Display Amount Switch Entry

Seq	Entry Type	Reason	Document ID	Accounting Date	Balance	Currency	Posted
1	WR	WIRE		10/18/2017	1,625.83	USD	10/18/2017
2	PY			12/01/2017	-1,625.83	USD	12/01/2017

Return to Search Previous in List Next in List Notify

Review Item Activity Summary is Complete

View/Update Item Details

Possible situations when this function is used: View an item through Item List. Changes can be made to the Analyst, Collector and Sales Person fields.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

The **View/Update Item Details** page displays:

At least one other field besides the Business Unit needs information in it.

Enter information in the following fields. The more fields you fill in reduces the return data.

1. **Business Unit** - Accept Default **or** enter/select Valid value 🔍
2. **Customer ID** - Enter Customer # **or** select Valid Value 🔍
3. **Item ID** - Enter Item ID **or** leave Blank
4. **Item Line** - Enter Line # **or** leave Blank
5. **Item Status** - Enter/select Status **or** leave Blank
6. **Credit Analyst** - Enter/select **or** leave Blank
7. **Collector** - Enter/select **or** leave Blank

The rest of the fields are not used at this time.

8. Click **Search**

The Search Results display:

▼ Search Results
27 results Business Unit "01110", Customer ID "ST001"

Business Unit	Customer ID	Item ID	Item Line	Item Status	Credit Analyst	Collector	Purchase Order Reference	Document ID	Bill of Lading	Contract	
01110	ST001	1		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	ADMIN063005		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	ADMIN063005#2		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	FY 2009 VISION DEVELOPMENT		1 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>
01110	ST001	FY04 DEVELOPMENT		0 Closed	FM	FM	(blank)	(blank)	(blank)	(blank)	>

9. Click on the **Item** you want to view/update

The Detail 1 page displays:

Detail 1 | Item Activity

Unit 01110 Customer ST001 Agency of Administration

Item ID FEES081018 Line 1 Days Late Status Closed

Accounting Date 08/10/2018 Balance 0.00 USD Billing Unit
Entry Type WR Original Amount 225.00 USD
Entry Reason WIRE
AR Dist Info WR-AR

Discount Options

Due Date 08/10/2018 Due Days
Terms DUR Discount Days
Discount Amount 0.00 Date
Discount Amount 1 Date 1
☐ Always Allow Discount
As Of Date 08/10/2018 Posted 08/15/2018

Customer Relations

☐ Dispute Reason Date
Dispute Amount Dispute
☐ Deduction Reason Date
☐ Doubtful
☐ Collection Code Date
Analyst FM FM
Collector FM Agency of Administration, Accounting FM
Sales Person FM FM
AR Specialist

Payment/Draft Options

Payment Method Check
Draft Type ☐ Preapproved?
Direct Debit Profile ID ☐ Create Document?
☐ One Item per Draft?

Item Creation/Update Details

Created On 08/10/2018 12:43PM Last Modified On 08/15/2018 11:38AM
Created By TJARVIS Modified By DBROCHU

Split Add Conversation View Audit Logs

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

The Detail 1 tab is the only page that you can make a change to an item. The fields that you can change are: **Analyst, Collector and Sales Person**.

10. Click **Save** once edits are complete

View/Update Item Details is Complete

Customer Account Overview

Possible situations when this function is used: View various customer balances, the most recent item and payment activity. Click hyperlinks to view detailed data. The tabs and hyperlinks most useful are: Tabs: Balances and Profile, hyperlinks: Item ID, Payment and Balance.

WorkCenter navigation: Accounts Receivable WorkCenter > Links pagelet > Customer Accounts > Account Overview

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Account Overview

The **Account Overview** page displays:

The screenshot shows the top section of the Account Overview page. It includes a set of tabs: Balances, Profile, Customer Action, Customer Trend 1, Customer Trend 2, and Customer Trend 3. Below the tabs are search filters for SetID (01110), Unit (01110), Customer (ST001), and a dropdown for *Level (No Relationship). A red-bordered Search button is on the right. A breadcrumb trail at the bottom reads: Balances | Profile | Customer Action | Customer Trend 1 | Customer Trend 2 | Customer Trend 3.

1. **SetID** - Enter the appropriate SetID
2. **Unit** - Enter the appropriate business unit
3. **Customer** - Select valid value from drop down **or** enter valid customer
4. Click **Search**

The **Balances** page displays:

The screenshot shows the Balances page. It has the same header as the previous page. Below the header, there's a section for 'Most Recent Activity' with a table:

Item ID	Date	Amount	Currency
Item ID: FY23_01110_ST001	10/31/2022	1,295.00	USD
Payment: 01100/00033325	03/16/2023	1,295.00	USD

Below this is a larger table with columns: Count, Amount, and Currency. It lists various financial metrics:

	Count	Amount	Currency
Pay History Days:		0.00	
Credit Limit:		0.00	USD
Balance:	0	0.00	USD
Past Due:	0	0.00	USD
Deductions:	0	0.00	USD
Disputed:	0	0.00	USD
Doubtful:	0	0.00	USD
Collections:	0	0.00	USD
Supplier Balance:	0	0.00	USD
Draft Amount:	0	0.00	USD
High Balance YTD:		1,295.00	USD
Sales YTD:		0.00	USD
Last Year Sales:		0.00	USD

At the bottom, there are buttons for 'View Adjusted Balance' and 'Pay Balance by Credit Card'. Below these are fields for 'Aged Date' (01/10/2006) and 'Aging ID'. A 'Summary Aging' link is also present. At the very bottom, there's a 'Find | View All' section with 'First', '1 of 1', and 'Last' navigation options.

There are several ways to view information on this page depending on what information you are looking for. Clicking on the hyperlinks (example) allows you to drill down to another page.

5. Click on the **Item ID** link for the most recent activity

The **Item Maintenance** page displays with the most recent item for the customer, the item date, and amount. Clicking on the hyperlink will allow you to drill down to another component page for further information. See Example below:

The screenshot shows the 'Item Maintenance' window with the following details:

- Tabs:** Detail 1, Detail 2, Detail 3, **Item Activity** (highlighted), Item Accounting Entries, Item Audit History.
- Unit:** 01110, **Customer:** ST001, **ADM-Agency of Administration...**
- Item ID:** FY23_01110_ST001, **Line:** 1, **Days Late:** 136, **Status:** Closed
- Accounting Date:** 10/31/2022, **Balance:** 0.00 USD, **Billing Unit:** 1,295.00 USD
- Entry Type:** WR, **Entry Reason:** WIRE, **AR Dist Info:** WR-AR
- Discount Options:** Due Date 10/31/2022, Due Days, Terms DUR, Discount Amount 0.00, Discount Days, Date, Date 1, Always Allow Discount, As Of Date 10/31/2022, Posted 03/16/2023.
- Payment/Draft Options:** Payment Method Check, Draft Type, Preapproved?, Direct Debit Profile ID, Create Document?, One Item per Draft?
- Customer Relations:** Dispute, Deduction, Doubtful, Collection, Analyst FM, Collector FM, Sales Person FM, AR Specialist.
- Other Options:** Revaluation Flag, Available for Netting.
- Item Creation/Update Details:** Created On 10/31/2022 8:12AM, Last Modified On 03/16/2023 9:33PM, Created By SGREAVES, Modified By BATCH.
- Buttons:** Split, Add Conversation, View Audit Logs, OK, Cancel, Apply, Refresh.

Note: If you wanted to navigate directly to this page you could use the following navigation: **Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details**. For detailed instructions for this component page see [View/Update Item Details](#).

6. Click on the **Item Activity** tab

The **Item Activity** page displays:

The screenshot shows the 'Item Maintenance' window with the 'Item Activity' tab selected. The table below displays the item activities:

Sequence	Entry Type	Reason	Accounting Date	Posted Date	Voucher ID	Amount	USD
1	WR	WIRE	10/31/2022	10/31/2022		1,295.00	USD
2	PY		03/16/2023	03/16/2023		-1,295.00	USD

The **Payment ID** 01100/00033325 is highlighted with a red box.

Displays the most recent payment for the customer, the payment date, and amount.

7. Click on the **Payment ID** link to view a list of items paid by the payment

The **Item Activity from Payment** page displays:

Item Activity From Payment

Item Activity From Payment

Deposit Unit:01110

Deposit ID:000778

Acctg Date:03/16/2023

Posted Date:03/16/2023

Payment ID:01100/00033325

Payment Amount:-1,295.00

Currency:USD

*Display Amount Switch:

Payment Amount

Item Activity

PersonalizeFindView All

First1 of 1Last

Activity 1Activity 2

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
01110	ST001	ADM-Agency of Administration	5088	FY23_01110_ST001	1	PY		01100/00033325	-1,295.00	USD

Totals

Total:1Total Amount:-1,295.00Currency:USD

Return to Search

Notify

Note: To navigate directly to this page use the following navigation: **Accounts Receivable > Customer Accounts > Item Information > Item Activity from a Payment**

Customer Account Overview is Complete

Customer Activity

Possible situations when this function is used: To view customer activity for a specific customer and date range. The system sorts the activities in the Item Activity 1 grid by business unit, customer ID, accounting date, and entry type. Depending on what information you are looking for determines which Activity tab you would view.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Customer Activity

The Customer Activity page displays:

The screenshot shows the top section of the Customer Activity page. It includes two tabs: 'Item Activity' (selected) and 'Direct Journal'. Below the tabs are search fields for 'SetID' (01110), 'Unit' (01110), 'Customer' (ST001), and 'Level' (No Relationship). There are also date pickers for 'Acctg Date From' and 'Acctg Date To'. A red box highlights the 'Search' button.

1. **SetID** - Enter valid value **or** select value
2. **Unit** - Enter valid value **or** select value
3. **Customer** - Enter valid value **or** select value
4. **Acctg Date From** - Enter from date
5. **Acctg Date To** - Enter To date
6. Click [Search](#)

The **Search Results** display:

The screenshot shows the search results table. The table has columns: Acctg Date, Item ID, Line, Entry Type, Entry Reason, Entry Amount, Entry Currency, and Unit. The 'Item ID' column contains links for each row. A red box highlights the link 'FY04 DEVELOPMENT' in the second row of the table. The table is sorted by business unit, customer ID, accounting date, and entry type.

Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
06/28/2002	1	0	PY		-923.00	USD	01110
06/28/2002	1	0	WR	WIRE	923.00	USD	01110
05/20/2003	HRMS/VISION DEV	1	WR	WIRE	929.00	USD	01110
08/29/2003	FY04 DEVELOPMENT	0	WR	WIRE	1,819.00	USD	01110
09/12/2003	FY04 DEVELOPMENT	0	PY		-1,819.00	USD	01110
09/12/2003	HRMS/VISION DEV	1	PY		-929.00	USD	01110
10/31/2004	FY05 DEVELOPMENT	1	WR	WIRE	711.00	USD	01110
11/22/2004	FY05 DEVELOPMENT	1	PY		-711.00	USD	01110
08/03/2005	ADMIN063005	0	WR	WIRE	695.55	USD	01110
08/09/2005	ADMIN063005#2	0	CR	CRED	-695.55	USD	01110
08/10/2005	ADMIN063005	0	MT		-695.55	USD	01110

Activity 1 and 2 tabs allow you to drill down to item details by clicking on the [links](#) under the Item ID Column.

To navigate directly to this page, use the following navigation: Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Item Maintenance

Detail 1 | Item Activity

Unit 01110 Customer ST001 Agency of Administration

Item ID FY04 DEVELOPMENT Line Days Late 14 Status Closed

Accounting Date 08/29/2003 Balance 0.00 USD Billing Unit
Entry Type WR Original Amount 1,819.00 USD
Entry Reason WIRE
AR Dist Info WR-AR

Discount Options

Due Date 08/29/2003 Due Days
Terms DUR Discount Days
Discount Amount 0.00 Date
Discount Amount 1 Date 1
☐ Always Allow Discount
As Of Date 08/29/2003 Posted 09/12/2003

Payment/Draft Options

Payment Method Check
Draft Type ☐ Preapproved?
Direct Debit Profile ID ☐ Create Document?
☐ One Item per Draft?

Customer Relations

☐ Dispute Reason Date
Dispute Amount
☐ Deduction Reason Date
☐ Doubtful
☐ Collection Code Date
Analyst FM FM
Collector FM Agency of Administration, Accounting FM
Sales Person FM FM
AR Specialist

Other Options

☐ Revaluation Flag ☒ Available for Netting

Item Creation/Update Details

Created On 06/11/2018 3:58PM Last Modified On 06/11/2018 3:58PM
Created By PPLSFT Modified By PPLSFT

Split Add Conversation View Audit Logs

OK Cancel Apply Refresh

6. Click **Cancel** or **OK** to return to the Item Activity page

The **Item Activity** page displays:

Item Activity | Direct Journal

SetID 01110 Unit 01110 Customer ST001 Level No Relationship Search

Acctg Date From Acctg Date To

Item Activity

Activity 1 **Activity 2** Activity 3 Activity 4 Activity 5 Activity 6

Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
06/28/2002	1	0	PY		-923.00	USD	01110
06/28/2002	1	0	WR	WIRE	923.00	USD	01110
05/20/2003	HRMS/VISION DEV	1	WR	WIRE	929.00	USD	01110
08/29/2003	FY04 DEVELOPMENT	0	WR	WIRE	1,819.00	USD	01110
09/12/2003	FY04 DEVELOPMENT	0	PY		-1,819.00	USD	01110
09/12/2003	HRMS/VISION DEV	1	PY		-929.00	USD	01110
10/31/2004	FY05 DEVELOPMENT	1	WR	WIRE	711.00	USD	01110
11/22/2004	FY05 DEVELOPMENT	1	PY		-711.00	USD	01110
08/03/2005	ADMIN063005	0	WR	WIRE	695.55	USD	01110
08/09/2005	ADMIN063005#2	0	CR	CRED	-695.55	USD	01110
08/10/2005	ADMIN063005	0	MT		-695.55	USD	01110
08/10/2005	ADMIN063005#2	0	MT		695.55	USD	01110
10/30/2005	FY06 DEVELOPMENT	1	WR	WIRE	204.00	USD	01110
10/30/2005	FY06 DEVELOPMENT	1	WR	WIRE	-204.00	USD	01110
10/30/2005	FY2006 DEVELOPMENT	1	WR	WIRE	204.00	USD	01110

Item Activity | Direct Journal

7. Click on the **Activity 2**

The **Activity 2** page displays:

Item Activity | Direct Journal

SetID 01110 Unit 01110 Customer ST001 Level No Relationship Search

Acctg Date From Acctg Date To

Item Activity Personalize | Find | View All | First 1-46 of 46 Last

Activity 1 **Activity 2** Activity 3 Activity 4 Activity 5 Activity 6

Acctg Date	Item ID	Customer	Activities	Posted Date	As Of Date	Group Type	Origin ID	Group Unit	Group ID	Sub Group ID
06/28/2002	1	ST001		2 07/02/2002	06/28/2002	P	PS_AR	01110	95	
06/28/2002	1	ST001		1 07/02/2002	06/28/2002	B	WIRE	01110	3	
05/20/2003	HRMS/VISION DEV	ST001		1 05/21/2003	05/20/2003	B	WIRE	01110	187	
08/29/2003	FY04 DEVELOPMENT	ST001		1 08/29/2003	08/29/2003	B	WIRE	01110	299	
09/12/2003	FY04 DEVELOPMENT	ST001		2 09/12/2003	09/12/2003	P	PS_AR	01110	332	
09/12/2003	HRMS/VISION DEV	ST001		2 09/12/2003	09/12/2003	P	PS_AR	01110	331	
10/31/2004	FY05 DEVELOPMENT	ST001		1 10/27/2004	10/31/2004	B	WIRE	01110	416	
11/22/2004	FY05 DEVELOPMENT	ST001		2 11/22/2004	11/22/2004	P	PS_AR	01110	434	
08/03/2005	ADMIN063005	ST001		1 08/03/2005	08/03/2005	B	WIRE	01110	647	
08/09/2005	ADMIN063005#2	ST001		1 08/09/2005	08/09/2005	B	WIRE	01110	649	
08/10/2005	ADMIN063005	ST001		2 08/10/2005	08/10/2005	M	PS_AR	01110	650	
08/10/2005	ADMIN063005#2	ST001		2 08/10/2005	08/10/2005	M	PS_AR	01110	650	
10/30/2005	FY06 DEVELOPMENT	ST001		1 10/30/2005	10/30/2005	B	WIRE	01110	694	
10/30/2005	FY06 DEVELOPMENT	ST001		2 10/30/2005	10/30/2005	U	WIRE	01110	704	
10/30/2005	FY2006 DEVELOPMENT	ST001		1 10/30/2005	10/30/2005	B	WIRE	01110	705	

Item Activity | Direct Journal

This page displays more information/columns. Depending on the information you are looking for determines which tab you would use.

The Activity 2 tab allows you to drill down by clicking on the [links](#) under the Item ID Column.

To navigate directly to this page, use the following navigation: Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Activity 3 – 6 tabs:

Pages have various columns that display. All Activity tabs consist of the Item ID column that you can drill down to component page Navigation: Accounts Receivable > Customer Accounts > Item Information > View/Update Item Details

Customer Activity is Complete

Review Customer Payments

Possible situations when this function is used: View customer payments at a high or low level of detail by date range.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Payments

The **Customer Payments** page displays:

Customer Payments

SetID Unit Customer Agency of Administration
 Add Conversation
 From Date To Date
 Search

1. **SetID** - Enter valid value **or** select value
2. **Unit** - Enter valid value **or** select value
3. **Customer** - Enter valid value **or** select value
4. **From Date** - Enter from date
5. **To Date** - Enter To date
6. Click **Search**

The **Search Results** display:

Customer Payments

SetID Unit Customer Agency of Administration
 Add Conversation
 From Date To Date
 Past Due: 0.00 USD Balance: 0.00 USD
 *Display Amount Switch

Payment Details							Personalize Find View All First 1-7 of 10 Last
	More Info	Unit	Deposit ID	Seq	Payment ID	Acctg Date	Entry Currency
1		01110	000581	3	01100/28886	12/01/2017	-1,625.83 USD
2		01110	000550	1	01100/28344	12/14/2016	-1,626.00 USD
3		01110	000514	1	VISION	01/12/2016	-2,585.62 USD
4		01110	000476	1	VISION	04/17/2015	-2,432.00 USD
5		01110	000431	1	VISION	02/26/2014	-286.00 USD
6		01110	000389	4	VISION	03/28/2013	-414.00 USD
7		01110	000371	1	VISION	03/30/2012	-894.00 USD
Totals							
		Payment Count	10	Total	-10,876.45	USD	

7. Click on to open a new page showing you the payment information

The **Item Activity From a Payment** page displays:

Item Activity From a Payment

Deposit Unit: 01110

Deposit ID: 000581

Acctg Date: 12/01/2017

Posted Date: 12/01/2017

Payment ID: 01100/28886

Payment Amount: -1,625.83

Currency: USD

*Display Amount Switch:

Payment Amount

Item Activity

Personalize | Find | View All |

First 1 of 1 Last

Activity 1

Activity 2

Unit	Customer	Name	Group ID	Item ID	Line	Type	Reason	Payment ID	Payment Amount	Currency
01110	ST001	Agency of Administration	4094	FY18 VISION DEVELOPMENT		PY		01100/28886	-1,625.83	USD

Totals

Total: 1

Total Amount: -1,625.83

Currency: USD

Return to Search

Notify

To navigate directly to this page, use the following navigation: Accounts Receivable > Customer Accounts > Item Information > Item Activity From a Payment

Review Customer Payments is Complete

Review Customer Aging

Possible situations when this function is used: View aged accounts. You must run the Aging process to view information on this page.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Customer Aging

The **Customer Aging** search page displays:

Customer Aging

SetID01110

Unit01110

CustomerST001

*LevelNo Relationship

Search

- 1. **SetID** - Enter valid value **or** select value
- 2. **Unit** - Enter valid value **or** select value
- 3. **Customer** - Enter valid value **or** select value
- 4. Click **Search**

The **Customer Aging** page displays:

Customer Aging

SetID01110

Unit01110

CustomerST001

Fin Ops

*LevelNo Relationship

Search

Add Conversation

Aging Information

Aged Date	01/10/2006	Aging ID	New Balance	
-----------	------------	----------	-------------	--

Customer Balances

Balance:	1,156.000	High Balance	2,748.000	Balance Date	08/29/2003
Past Due:	1,156.000	High Past Due	929.000	Past Due Date	09/03/2003

Customer Aging

Personalize | Find | View All |

First 1 of 1 Last

Aging Category	Amount	Currency	Aging Count

- 5. Click on the **Past Due** link

The **Item List** page displays:

Customer Item Inquiry

Item List | Advanced Search

SetID 01110 Unit 01110 Customer ST001 Fin Ops *Level No Relationship

*Status Past Due Search Advanced Search

Add Conversation

Row Selection Range GO Select All Deselect All

Account Overview Item Action Select Action... GO

Item List Personalize | Find | View All | First 1-3 of 3 Last

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	<input type="checkbox"/>	FY1901110_ST001			1 01110	ST001	Open	DUR	WR	WIRE	10/05/2018	113	1,266.00	USD
2	<input type="checkbox"/>	OA-33507			1 01110	ST001	Open		OA	OA	11/19/2018	68	-10.00	USD
3	<input type="checkbox"/>	OA-33510			1 01110	ST001	Open		OA	OA	01/08/2019	18	-100.00	USD

Search Result Totals

Debits	1	Debit Amount	1,266.00	Currency	USD
Credits	2	Credit Amount	-110.00	Currency	USD
Total	3	Total Amount	1,156.00	Currency	USD
Selected				Currency	

Cancel

Note: To navigate directly to this page, use the following navigation: Accounts Receivable > Customer Accounts > Item Information > Item List

6. Click **Cancel** to return to the Customer Aging page

Review Customer Aging is Complete

Review Customer History

Possible situations when this function is used: View both user-defined history and system-defined history. The system stores customer history based on the fiscal years and periods.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Customer History

The **History** search page displays:

1. **SetID** - Enter valid value **or** select value
2. **Unit** - Enter valid value **or** select value
3. **Customer** - Enter valid value **or** select value
4. **History ID** - Leave as blank (not currently used by SOV)
5. **History** - Select value of All **or** Most Recent
6. Click **Search**

The **History** page displays:

Year	Period	History ID	Description	Days	Amount	Currency	Count
2004	3	CURRENTDUE	Current Due	0.00	1,819.00	USD	1
2019	7	HI_BAL_AMT	High Balance Amount	0.00	1,156.00	USD	1

7. Click on the **Balance** or **Past Due** links to drill down to a new page

Review Customer History is Complete

Review Customer Pending Items

Possible situations when this function is used: View information about pending items for all maintenance and billing.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Customer Pending Items

The **Outstanding Customer Items** search page displays:

Outstanding Customer Items

SetID 01110 Unit 01110 Customer ST001 Agency of Administration

Search

Add Conversation

1. **SetID** - Enter valid value **or** select value
2. **Unit** - Enter valid value **or** select value
3. **Customer** - Enter valid value **or** select value
4. Click **Search**

The **Outstanding Customer Items** page displays:

Outstanding Customer Items

SetID 01110 Unit 01110 Customer ST001 Agency of Administration

Search

Add Conversation

Balance: 0.00 USD Last Posted Amount: 225.00 USD
Past Due: 0.00 USD Last Posted Item: FEES081018 08/10/2018

*Display Amount Switch Entry

Unit	Group ID	Item ID	Entry Type	Reason	Acctg Date	Amount	Currency
1		Show Item Detail					

Totals

Total Items 0

Clicking on any of the hyperlinks will allow you to drill down to a new page. For this example:

5. Click on the **Show Item Detail** link

The following **Message** may open:

Message

No Item history available, cannot drill-down (6060,160)

Item is pending and not on the Item record, therefore the drill-down cannot be performed.

OK

This customer has no outstanding items.

6. Click **OK**

Review Customer Pending Items is Complete

Review Outstanding Payments

Possible situations when this function is used: View payments received, their identification, and their status in the processing cycle.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Outstanding Payments

The **Outstanding Customer Payments** search page displays:

Outstanding Customer Payments

SetID 01110 Unit 01110 Customer ST001 Agency of Administration

Search

Add Conversation

*Payment State All Outstanding Payments

1. **SetID** - Enter valid value **or** select value
2. **Unit** - Enter valid value **or** select value
3. **Customer** - Enter valid value **or** select value
4. **Payment State** - Select valid Value
 - All Outstanding payments
 - Payments In Process Only
 - Unapplied Payments Only
5. Click **Search**

The **Outstanding Customer Payments** page displays:

Outstanding Customer Payments

SetID 01110 Unit 01110 Customer ST001 Agency of Administration

Search

Add Conversation

*Payment State All Outstanding Payments

Balance: 0.00 USD Last Posted Amount: 1,625.83 USD

Past Due: 0.00 USD Last Posted Payment: 01100/28886 Date 12/01/2017

*Display Amount Switch Entry

Outstanding Payments

Unit	Deposit ID	Payment ID	Status	Acctg Date	Amount	Currency
1						

Totals

Total Payments 0 Amount 0.000

6. Click on the **Balance** link

The **Item List** page displays:

Customer Item Inquiry

Item List | Advanced Search

SetID 01110 Unit 01110 Customer ST001 Agency of Administration *Level No Relationship

*Status Open Search Advanced Search

Add Conversation

Row Selection

Range GO Select All Deselect All

Item Action

Select Action... GO

Search Result Totals

Debits	
Credits	
Total	
Selected	

Currency

Cancel Refresh

- Click **Cancel** to return to the Outstanding Payments page or click **Refresh** if any of the field selections are changed

To navigate directly to this page use the following navigation: Accounts Receivable > Customer Accounts > Item Information > Item List

Review Outstanding Payments is Complete

Review Payment History




Possible situations when this function is used: View payment history and balance information.

Navigator Menu navigation: Accounts Receivable > Customer Accounts > Customer Information > Payment History


The **Customer Payment History** search page displays:



The screenshot shows the 'Customer Payment History' search page. It features a title bar with the text 'Customer Payment History'. Below the title bar, there are three search fields: 'SetID' with the value '01110', 'Unit' with the value '01110', and 'Customer' with the value 'ST001'. Each field has a magnifying glass icon to its right. To the right of these fields is a yellow 'Search' button with a red border.

1. **SetID** - Enter valid value **or** select value 
2. **Unit** - Enter valid value **or** select value 
3. **Customer** - Enter valid value **or** select value 
4. Click **Search**

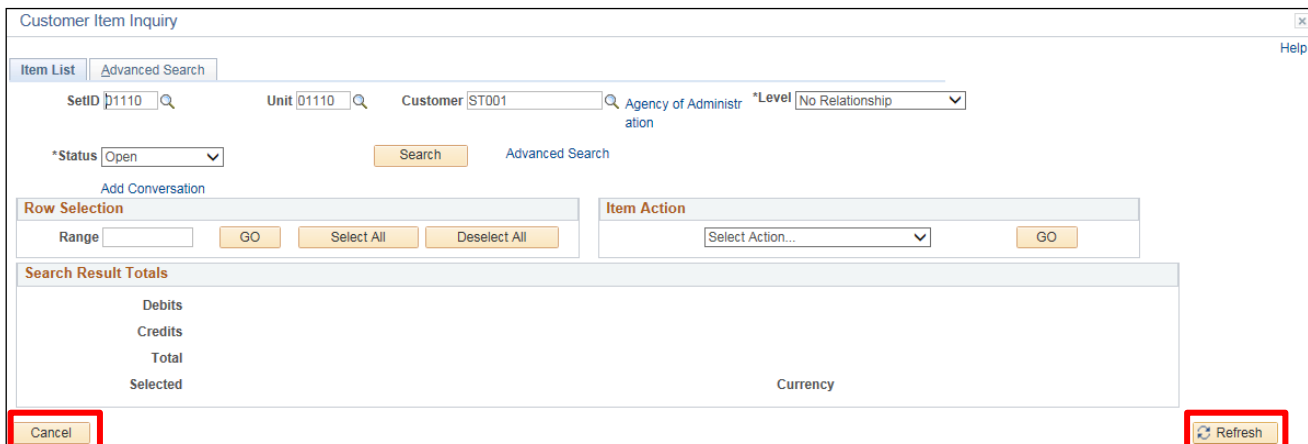
The **Customer Payment History** page displays:



The screenshot shows the 'Customer Payment History' page. It has a title bar with 'Customer Payment History' and search fields for 'SetID' (01110), 'Unit' (01110), and 'Customer' (ST001). Below the search fields is a yellow 'Search' button. The main content area is divided into two sections: 'Customer Information' and 'Payment Performance'. The 'Customer Information' section contains a table with columns for 'Customer ID Numbers', 'Credit Limit', 'Balance', 'Past Due', 'Year-to-date Sales', 'Last Year Sales', 'High Balance', 'High Past Due', 'Balance Date', and 'Past Due Date'. The 'Balance' row is highlighted with a red box. The 'Payment Performance' section contains a table with columns for 'Fiscal Year', 'Period', 'Weighted Average Days', 'Amount', and 'Currency'. Below the 'Payment Performance' table is a 'Totals' section with 'Overall Weighted Average Days' and 'Total'.

5. Click on the **Balance** link

The **Item List** page displays:



The screenshot shows the 'Customer Item Inquiry' page. It has a title bar with 'Customer Item Inquiry' and search fields for 'SetID' (01110), 'Unit' (01110), and 'Customer' (ST001). Below the search fields is a yellow 'Search' button. The main content area is divided into two sections: 'Row Selection' and 'Item Action'. The 'Row Selection' section contains a table with columns for 'Range', 'GO', 'Select All', and 'Deselect All'. The 'Item Action' section contains a table with columns for 'Select Action...' and 'GO'. Below the 'Row Selection' table is a 'Search Result Totals' section with columns for 'Debits', 'Credits', 'Total', and 'Selected'. At the bottom of the page are two buttons: 'Cancel' and 'Refresh', both with red borders.

6. Click **Cancel** to return to the Outstanding Payments page or click **Refresh** if any of the field selections are changed

To navigate directly to this page. use the following navigation: Accounts Receivable > Customer Accounts > Item Information > Item List

Review Payment History is Complete

Reports and Queries

Reports and Queries for Accounts Receivable can be found in the Reporting Manual(s) located at <https://finance.vermont.gov/vision-module-support/accounts-receivable>.